Annual Report 2019–2020

of the Library Board of Western Australia

68th Annual Report of the Board

GOVERNMENT OF WESTERN AUSTRALIA

State Library OF WESTERN AUSTRALIA

Annual Report 2019–2020

of the Library Board of Western Australia

68th Annual Report of the Board

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HOURS OF OPENING

Monday to Thursday	9:00am – 8:00pm
Friday	9:00am – 5:30pm
Saturday and Sunday	10:00am – 5:30pm
Public Holidays	Closed

State Library OF WESTERN AUSTRALIA

State Library staff member and a patron in the Foyer of the State Library building, March 2020. The COVID-19 pandemic had a profound effect on all Western Australians, especially those that do not have access to a computer or the Internet at home. While the State Library was closed to the general public, a service was made available for those in the community that did not have access so that they could engage with government service and support providers, seek employment and stay in touch with family and friends.

This annual report can be made available in other formats on request. It may be copied in whole or in part for non-commercial purposes provided that the State Library is appropriately acknowledged. Annual reports for previous years may be found at **slwa.wa.gov.au**

The State Library of Western Australia acknowledges the traditional owners of Country throughout Western Australia and their continuing connection to land and culture. We pay our respects to Elders past, present and emerging. The Library is honoured to be located on Whadjuk Country, the ancestral lands of the Noongar people.

Aboriginal and Torres Strait readers are advised that this document may contain images of deceased people.

Statement of Compliance

To Hon. David Templeman MLA
Minister for Culture and the Arts

In accordance with Section 61 of the *Financial Management Act 2006*, and in fulfillment of obligations imposed on the Board by the *Library Board of Western Australia Act 1951*, we hereby submit for your information and presentation to Parliament the Annual Report of the Library Board of Western Australia for the year ended 30 June 2020.

This Report has been prepared in accordance with the provisions of the *Financial Management Act 2006* and *Treasurer's Instructions 903*.

Hon. John Day
Chairman
Library Board of Western Australia
3 September 2020

Anne Banks-McAllister AM
Vice Chairman
Library Board of Western Australia
3 September 2020

Contents

SECTION 1: INTRODUCTION . . . 2
Chairman's report . . . 2
Chief Executive Officer's report . . . 3
Executive summary . . . 5

SECTION 2: OVERVIEW . . . 10
Enabling legislation . . . 10
Responsible Minister . . . 10
Library Board of Western Australia . . . 10
Board Committees . . . 13
Agency operational structure . . . 13
Organisational chart . . . 14
Performance management framework . . . 16
Shared responsibilities with other agencies . . . 17

SECTION 3: AGENCY PERFORMANCE . . . 18
A State Library for everyone . . . 18
A State Library that embraces digital transformation . . . 30
A State Library that builds skills for the future . . . 33

SECTION 4: SIGNIFICANT ISSUES IMPACTING THE AGENCY . . . 40

SECTION 5: DISCLOSURES AND LEGAL COMPLIANCE . . . 41
Ministerial directives . . . 41
Other financial disclosures . . . 41
Governance disclosures . . . 42
Other legal requirements . . . 42
Government policy requirements . . . 44

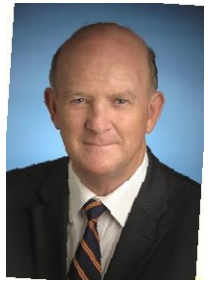
SECTION 6: FINANCIAL STATEMENTS . . . 46
Financial statements . . . 46

SECTION 7: KEY PERFORMANCE INDICATORS . . . 84
Key Performance Indicators . . . 84

SECTION 8: APPENDICES . . . 88
Staff members . . . 89
Partners and collaborators . . . 91
Volunteers . . . 92
Service delivery . . . 93
Stock . . . 94

SECTION 1: INTRODUCTION

Chairman's report



I am delighted to be presenting my second annual report as the Chairman of the Library Board of Western Australia. This reporting period has been unlike any we have witnessed, with the COVID-19 pandemic impacting our lives in many ways. Under the declared State of Emergency, all libraries in Western Australia, including the State Library and the 233 public libraries throughout the State, had to close from noon on 23 March 2020.

Due to the vision and creativity of our dedicated staff, this did not stop our engagement with the Western Australian community.

Significantly, within the first few weeks of closing on 23 March 2020, more than 4,000 new members signed up to the State Library and access to our online resources soared.

To ensure strong community connections continued, our Library launched Better Beginnings at Home and distributed more than 2,000 Mystery Boxes to encourage reading during self isolation. Our Library also moved quickly to offer a safe and accessible Internet service, albeit limited, for vulnerable members of our community who might not otherwise have had access to essential online government services and support. Researchers and family historians were supported by digitisation of collection items on request which were made available online (within copyright legislation).

What became abundantly clear over the 56 days that our State Library was closed, is that many Western Australians reached out to us for support, information and recreation – demonstrating our immense value to the community.

On behalf of the Library Board, I would like to say how proud we are of our State Library staff, their positive attitude, innovation and flexibility during such a challenging time.

The Library Board was delighted with the appointment of a new Fellow of the Library Board of Western Australia. This year, instead of being awarded to an individual person, the Friends of Battye Library Inc. have been recognised for their continued outstanding support of the State Library and the State Records Office in the collection, preservation and making access available to Western Australian materials. It is an honour to recognise the work of past and present Friends who have supported our community since their inception in 1981.

I also take this opportunity to acknowledge Sonja Heath for her contribution to the Board from 2012, until her term expired in 2019. At the same time, I have great pleasure in welcoming three new Board members – Yvonne Loveland, Wayne Scheggia and Paul Nielsen.

My thanks also to the Minister for Culture and the Arts, Hon. David Templeman MLA, for his continued interest in, and support of the Library, my Library Board colleagues, CEO and State Librarian Margaret Allen, volunteers and, as I have mentioned, our dedicated staff.

Our State Library of Western Australia is your library and I urge you to enjoy all that it offers.

Hon. John Day
Chairman of the Library Board of Western Australia

SECTION 1: INTRODUCTION

Chief Executive Officer's report

It is hard not to dwell on the impact of COVID-19 when considering our last 12 months, but before this overwhelmed us all, the State Library had been progressing a range of important projects.

We made significant progress on the *WA Public Libraries Strategy* with the finalisation of the new model of support for public libraries and the change to ownership and responsibility for public library materials.

Whilst the State Library will continue to provide support and assistance to all public libraries in Western Australia, our focus will be to work with smaller regional and remote public libraries to increase their engagement with their local communities.

The value of libraries is a growing research area and we commissioned a review based on international literature which confirmed that libraries create a range of value in their communities including educational and social outcomes.

Our National and State Libraries Australia (NSLA) partnership continues to create significant value for the State Library and in August 2019, the National edeposit (NED) portal was officially launched. An innovative collaborative effort, there are now more than 26,000 Western Australian digital publications preserved for the future and available through the service.

The State Library holds collections of significance to Western Australian Aboriginals and the importance of these in reconnecting family and community and strengthening personal and cultural identity cannot be underestimated. A significant focus for the State Library has been NSLA's Culturally Safe Libraries Program which aims to ensure we provide culturally safe spaces, services and a workplace for Aboriginal and Torres Strait Islander people. This multi-year program includes the Australian Institute of Aboriginal and Torres Strait Islander Studies (AITSIS) online training for all Library staff as well as embedding the Aboriginal and Torres Strait Islander Library and Information Resource Network Protocols in our collection management, description and access practices.

In July 2019, we were pleased to host the 2018 Western Australian Premier's Book Awards on behalf of Government which has been relaunched with a focus on Western Australian writers and their works.

At noon on Monday 23 March 2020, the Library was closed under the declared State of Emergency in response to the emerging COVID-19 pandemic. This was the first time the State Library had closed its doors to the community during its 131-year history; other than to facilitate the move into the Alexander Library Building in 1985.

Although closed to the public for 56 days, we simultaneously worked to redesign services, move vulnerable staff to working from home arrangements, brought forward collection stocktakes and initiated a minor refurbishment project for the JS Battye Library of West Australian History.

With one in four of the most disadvantaged households in Western Australia not having access to the Internet at home, libraries play a vital role in ensuring equity of access. The closure of the State Library meant vulnerable members of the community did not have access to the Library's Internet service to communicate and conduct business with government and to stay in touch with family and friends. The Library moved quickly to ensure a safe and accessible service for patrons who had no other access to the Internet from 30 March 2020. The service was staffed by a single staff member and security between 9:00am and 5:00pm weekdays, providing access to computers, printing and online services. A limit of four people could access the service at any one time, with social distancing and hygiene practices a focus of the service. Regular patrons used the service daily, with some visiting more than once in a day. Patrons were grateful for this access, with many commenting that the service had provided them a connection that they would not have otherwise had.

We also launched a Mystery Box service one week after the Library closed. Members of the public were invited via email and social media to request a box of library materials and to come in at an arranged time for a contactless pickup through the Library's van dock. More than 2,000 requests were fulfilled between 31 March 2020 and 15 May 2020, when the service was ceased as Western Australian public libraries were able to reopen.

The State Library's Better Beginnings family literacy program developed Better Beginnings at Home. This online program connected Better Beginnings with families via social

media enabling parents and caregivers to continue to build their child's early literacy skills at home. Story Time sessions were delivered online facilitated by an agreement with Australian authors and publishers to enable this to occur for the duration of the pandemic.

Better Beginnings at Home modelled early literacy and STEM activities and ideas and shared stories and rhymes through Facebook, Instagram and YouTube. It also promoted online literacy content produced by Western Australian public libraries, Australian authors and illustrators, and showcased State Library online resources for families. The Hon. David Templeman MLA, Minister for Culture and the Arts, contributed with a reading of *Rodney Loses It!* (by Michael Gerard Bauer and Chrissie Krebs, Scholastic), the Hon. Simone McGurk MLA, Minister for Community Services, read *Piranhas Don't Eat Bananas* (by Aaron Blabey, Scholastic) and Mrs Sarah McGowan read *All Monkeys Love Bananas* (by Sean Avery, Fremantle Press). The program was immediately successful, with increased traffic to all three social media channels.

There was significant increased demand for online resources such as ebooks, emagazines and eaudiobooks which experienced over 200 percent increase in monthly usage and more than 4,000 new members joined the State Library during the early weeks of the closure. I would like to acknowledge several suppliers of these online resources who quickly responded with flexible offerings including extending the range of available titles and making remote access immediately available at no additional cost. These extended service offerings were quickly embraced by the community – for example, the use of Ancestry Library Edition, a family history database service previously only available for use within the Library, experienced a 300 per cent increase in monthly usage.

The State Library launched a Digitisation on Demand service on 15 April 2020, to provide access to the Library's Heritage Collection for family historians, students and researchers during the closure of the Library. This service allowed members of the public to request items from the collection to be digitised, free of charge, and made available online via the Library's catalogue. Digitisation on Demand covered a range of library materials, including photographs, ephemera, documents and maps. Due to its success, the service continued after the Library reopened to the public with more than 775 requests for the service being fulfilled.

In April and May 2020, some staff entered into working from home arrangements in line with Government advice that staff should work from home if they fell into one of the priority risk categories based on age and health conditions, or to facilitate children doing online schooling from home. These staff were mostly able to undertake their normal duties from home, including processing and cataloguing library collections, administering the National edeposit (NED) portal and assisting with the Digitisation on Demand service. Staff also undertook online training including the Cultural Learning program and assisted with Trove Western Australian newspaper corrections. All staff were surveyed on the impact of working from home arrangements and feedback from this survey will inform future policy and practices.

Keeping connected with the Western Australian community – both our existing and potential library members – was vitally important and we used our social media channels extensively as well as a good relationship with traditional local television and radio stations who helped to spread the word about our services.

A priority for the Library during this time was to collect the record of the Western Australian COVID-19 experience and a campaign was launched to collect photographs, video, ephemera, dairies and other material including for significant events such as Anzac Day commemorations and the Black Lives Matter protests held during this time.

One of the challenges faced by the Library during this time was staffing the new and changed services from the building whilst a number of staff moved to working from home. We were pleased to be able to offer several short-term contracts to colleagues from public libraries who had been stood down from their roles due to closure of their libraries. These colleagues provided invaluable assistance across a range of service areas and backlog projects during the closure and the early days of our reopening.

My thanks to Library Board members and the Chairman, John Day, for their support and guidance throughout the year.

In closing, I would like to express my deep gratitude to the staff of the Library for their outstanding efforts during the COVID-19 closure who, in the true sense of public service, quickly found creative ways to continue to serve the Western Australian community in very challenging times.

Margaret Allen PSM
CEO and State Librarian

SECTION 1: INTRODUCTION

Executive summary

Throughout the year the State Library of Western Australia prioritised initiatives outlined in its *Strategic Plan 2018–2022*, however the COVID-19 pandemic had a significant impact on services and programs from March 2020.

Highlights against the Strategic Plan included:

- Announcing the Western Australian Premier's Book Awards recipients on 26 July 2019 – A.J. Betts (Western Australian Writer's Fellowship); Reneé Pettitt-Schipp (Premier's Prize for an Emerging Writer); Kelly Canby (Premier's Prize for Writing for Children); and Kirli Saunders (Daisy Utemorrah Award for Unpublished Indigenous Junior and YA Writing).
- Continuing to drive change in public library services through implementation of the *WA Public Libraries Strategy*.
- Launching the Aboriginal Languages Collection with materials such as books, CDs, DVDs and maps in traditional Aboriginal languages from four regions of the State – South West, Goldfields, Western Desert and the Pilbara.
- Enhancing digital literacy skills in the community with new workshops to assist Western Australians with a refugee background to navigate government websites, create emails and conduct Internet searches.
- Accepting WTV's donation of its archive featuring local productions and programs broadcast on the community television station between 2000 and 2020.
- Creating a new shared service area with the State Records Office on the Library's third floor to increase community engagement with Western Australian history.

Detailed achievements against the State Library's Strategic Plan are documented in Section 3 of this report.

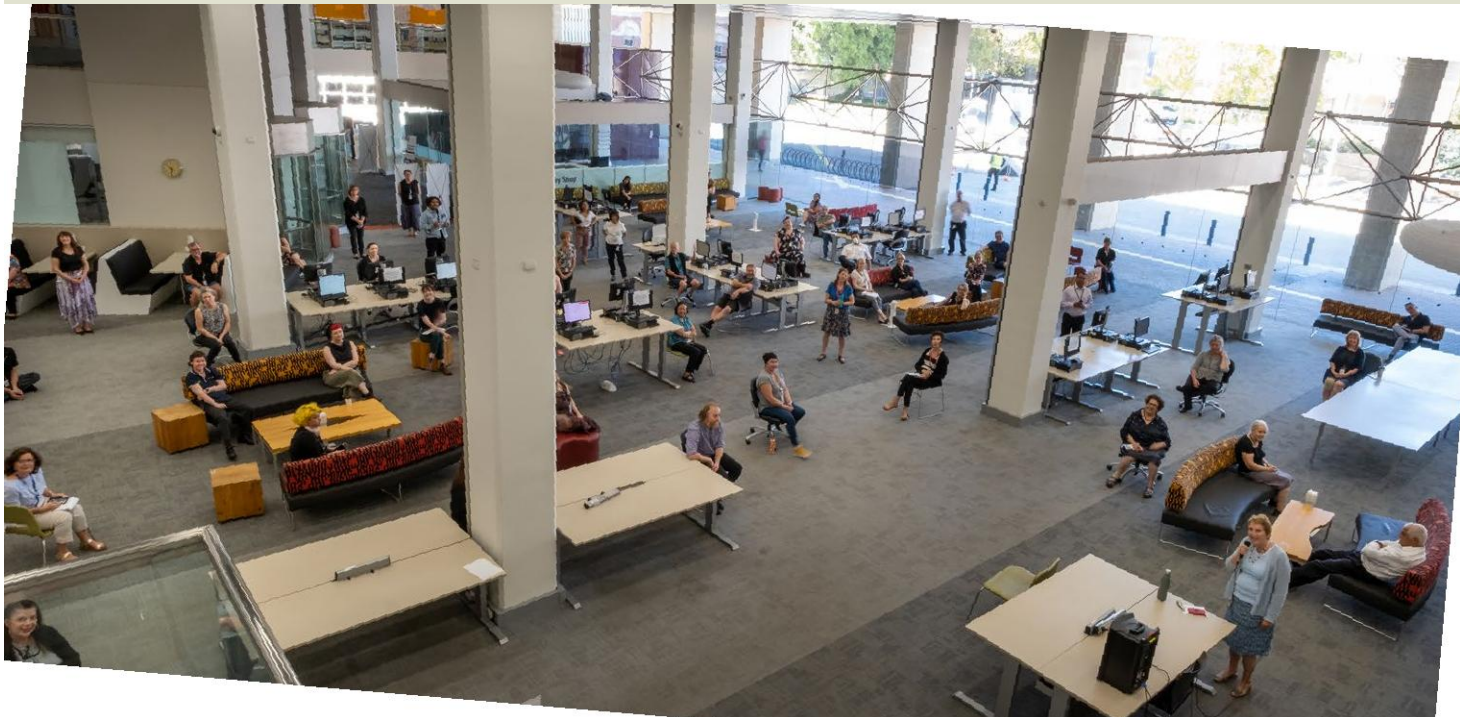
The State Library's response to COVID-19 is reported in the Chief Executive Officer's report. Further details are summarised below.

The Minister for Emergency Services declared a State of Emergency in Western Australia from 16 March 2020. Subsequently, directions were issued in the interests of public health and safety requiring all public libraries in Western Australia to close to the public from 23 March 2020.

Prior to the official closure, the State Library had implemented social distancing measures such as the number of public computers made available (75 computers reduced from 100) and public seating (400 seats reduced from 500). Important hygiene routines were also put in place with increased cleaning in public areas and hand sanitiser and wipes made available. In addition, volunteer run services such as the Family History service in the Battye Library, Justice of the Peace service and Play Time sessions were suspended.

Following the Government's direction to close to the public, the Library shifted its main focus to online collections and services, ensuring that people across the State had access to resources and information for their education, research, enterprise and recreation. When the Library closed, staff worked both from home and the Library building to ramp up online services, create new services and to continue with business as usual where possible.

While closed to the public, most State Library staff continued to work from the building. Team meetings were held observing social distancing and were available online for staff working from home | March 2020



STATE LIBRARY'S RESPONSE TO COVID-19

Since **23 March 2020**

Noon
23 March

State Library building closed to public

56
days

9:00am
18 May

20
maximum occupancy
18 May

5,937
number of new State Library **members**

Mystery Boxes distributed ✔

2,000

slwa.wa.gov.au
252,854
Visits to **website**

919,641

Online resources* downloaded

Views of online **Story Time** sessions
6,961

500
maximum public occupancy
30 June

Searches on **Ancestry Library Edition** (from home)
478,147

776

Digitisation on Demand requests fulfilled ✔

40,000 mins

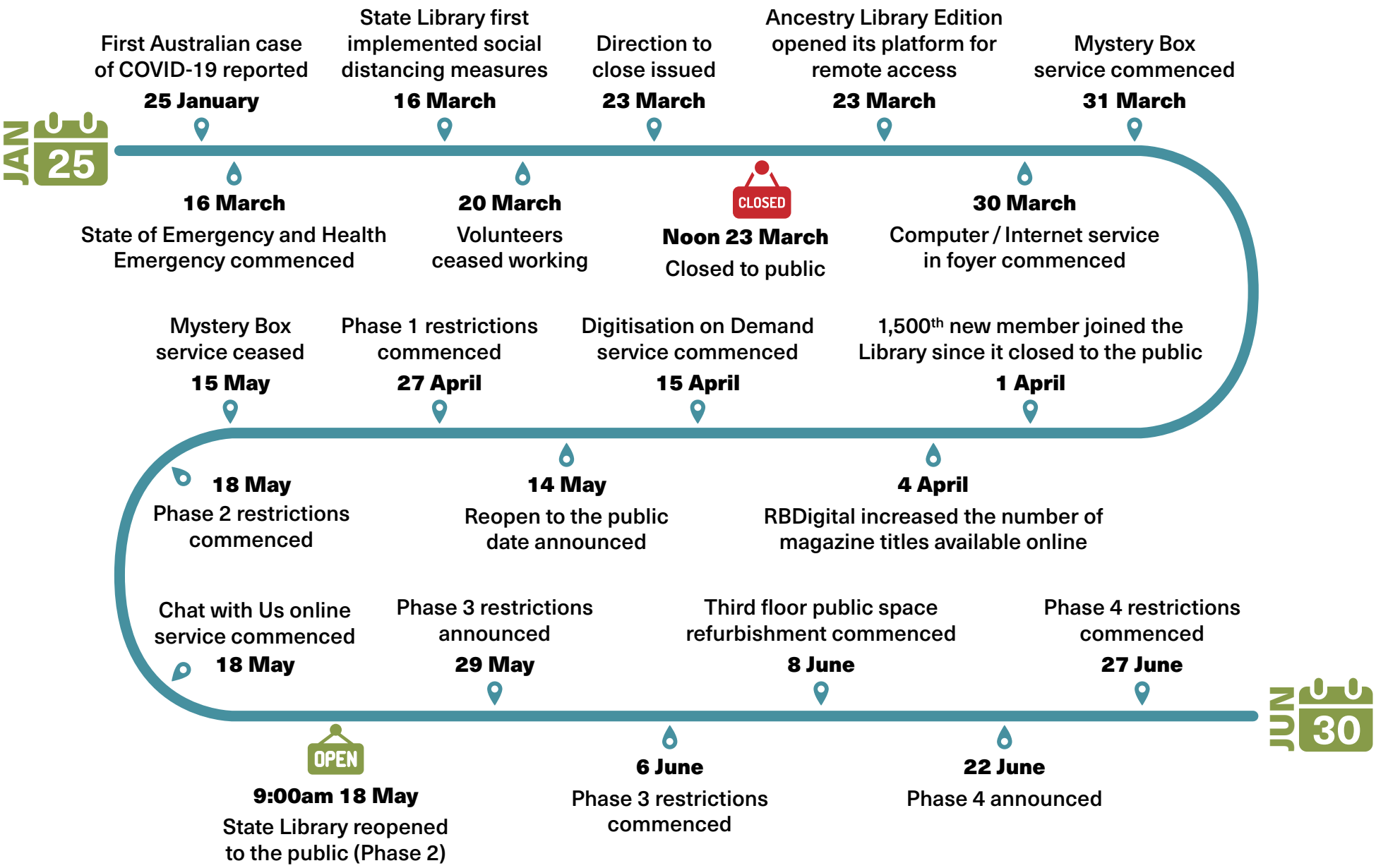
Cultural awareness training completed by staff ✔

7,624

New **Facebook followers**

* ebooks, eaudiobooks, emagazines, enewspapers and streaming films

STATE LIBRARY COVID-19 TIMELINE



In line with the State Government's WA roadmap, the Library implemented measures to reopen the building to the public.

Phase One from 27 April 2020:

- Closed to the public, staff working from State Library building and from home.

Phase Two from 18 May 2020:

- Reopening to the public with four-square metre proximity rule.
- Offering a seven day a week service with modified operating hours of 9:00am to 5:30pm Monday to Thursday (usually 9:00am to 8:30pm), 9:00am to 5:30pm Friday (no change) and 10:00am to 5:30pm on Saturday and Sunday (no change).
- Allowing a maximum 20 people at any one time through a single managed entrance and separate exit.
- Only the ground floor of the Library open to the public.
- Timed one-hour maximum visits.
- Marking distances to indicate social distancing for queues and displaying signage about hygiene requirements.
- Quarantining incoming library materials for 24 hours before being handled by staff.
- Increasing cleaning in public areas.
- Maintaining records of patrons for contact tracing.
- Cancelling group activities .

Phase Three from 6 June 2020:

- Allowing up to 200 patrons into the Library at any one time under two-square metre proximity rule.
- Opening the ground floor and first floor of the Library.
- No time limit on visits.

Phase Four from 27 June 2020:

- Allowing up to 500 patrons in the Library at any one time under two-square metre proximity rule.
- Opening the ground floor, mezzanine, first and second floors of the Library.

FINANCIAL RESULTS AGAINST BUDGET PAPER TARGETS

Full details of the Library Board's financial performance are presented in the financial statements section of this report. The following table summarises actual financial performance against targets for 2019–2020.

Key elements of the Library Board's financial performance

	2019–2020 Target [(a)] ($'000)	2019–2020 Actual ($'000)	Variation ($'000)
Total cost of services (expense limit) *(sourced from Statement of Comprehensive Income)*	32,572	78,087	45,515
Net cost of services *(sourced from Statement of Comprehensive Income)*	30,863	76,454	45,591
Total equity *(sourced from Statement of Financial Position)*	199,877	144,124	(55,753)
Net increase / (decrease) in cash held *(sourced from Statement of Cash Flows)*	(688)	(116)	572
Approved salary expense level	11,356	11,045	(311)

(a) As specified in the original 2019–2020 agency resource agreement, except for the net increase / (decrease) in cash held target, which was sourced from the Library Board's 2019–2020 TI 945 Budget Estimates.

The variation in total cost of services and net cost of services is due to the following extraordinary transactions which were not reflected in the original budget targets for the reporting period:

- On 1 July 2020, the Library Board will begin implementing a new model for public library services in Western Australia. This strategy will result in the introduction of a new multi-tiered support model for public libraries, determined by the ability to meet agreed criteria for service provision and population size and the phased introduction of a new grants based model for the allocation of annual State Government funding that is not limited to the purchase of physical library stock but could also be used for technological infrastructure, innovative programs and services or other defined priorities. To facilitate this change, control of public library materials purchased by the Library Board and held in public libraries has been transferred to relevant local government authorities. Accordingly, the Public Library Collection at cost has been derecognised as at 30 June 2020 and a corollary in-kind grants expense ($43.343 million) has been recognised in the Statement of Comprehensive Income.

- The Library Board applied AASB 16 Leases from 1 July 2019. As a result, the previous property, plant and equipment building asset at fair value was reclassified as a right-of-use concessionary lease (building) asset at cost. AASB 16.33 requires right-of-use assets to be assessed for impairment at the date of transition. The building was revalued as at 1 July 2019 by the Western Australian Land Information Authority (Valuations and Property Analytics). The depreciated replacement cost (recoverable amount) of the building as at the transition date was lower than the carrying amount of the right-of-use concessionary lease (building) asset at cost. Accordingly, a write-down of $2.403 million was recognised in the Statement of Comprehensive Income.

The variation in total equity is due to the derecognition of the Public Library Collection and right-of-use asset impairment (outlined above), both of which adversely impacted the Library Board's result for the period and therefore accumulated surplus. Additionally, as a result of adverse market conditions following the COVID-19 pandemic, the fair value of map, pictorial and rare books sub-collections of the Heritage Collection declined by $2.667 million which adversely impacted the Library Board's asset revaluation reserve.

WORKING CASH TARGETS

The following table summarises actual working cash results against targets for 2019–2020.

	2019–2020 Agreed limit ($'000)	2019–2020 Target [(a)]/ Actual ($'000)	Variation ($'000)
Agreed working cash limit (at Budget)	1,000	1,000	N/A
Agreed working cash limit (at Actuals)	957	1,068	111

(a) As specified in the original 2019–2020 agency resource agreement. The variation in agreed working cash is predominantly due to lower than expected employee benefits and supplies and services operating payments.

KEY PERFORMANCE INDICATORS AGAINST BUDGET PAPER TARGETS

Full details of the Library Board's Key Performance Indicators are presented in Section 7 of this report. The following table summarises actual indicator performance against targets for 2019–2020.

	2019–2020 Target	2019–2020 Actual	Variation
Outcome 1: Western Australia's cultural and documentary collections are acquired, preserved and accessible.			
Key effectiveness indicators:			
Percentage increase in items added to the collection.	(15.6%)	(17.1%)	(1.5%)
Proportion of heritage collections maintained within set standards.	90%	80%	(10%)
Percentage increase in the usage of the collections on-site and online.	0%	14%	14%
Service 1: Collection Services			
Key efficiency indicator:			
Cost per new item added to the collection.	$399.84	$459.92	$60.08
Outcome 2: The Western Australian public library network is supported through access to library materials and services.			
Key effectiveness indicator:			
The extent to which Western Australians are provided with access to library materials.	1.0	1.33	0.33
Service 2: Public Library Services			
Key efficiency indicator:			
Average cost of administering services to public libraries.	$60,738	$74,112	$13,374
Outcome 3: The Western Australian community benefits from engaging with the State Library's services.			
Key effectiveness indicator:			
Percentage of clients satisfied with the State Library's collections and services.	92%	95%	3%
Percentage of Western Australians who actively engage with the State Library's services.	87%	97%	10%
Service 3: Library, Literacy and Community Engagement			
Key efficiency indicator:			
Cost per engagement with State Library services.	$3.84	$3.04	($0.80)

SECTION 2: OVERVIEW

Overview

The State Library is a highly valued cultural institution in Western Australia. The Library enriches the lives of all Western Australians by treasuring their stories, building, preserving and sharing physical and digital collections for education, enterprise and recreation, while reflecting the State's rich heritage, diversity and history.

ENABLING LEGISLATION

The Library Board of Western Australia is constituted under the authority of the *Library Board of Western Australia Act 1951*, listed as a statutory authority in Schedule 1 of the *Financial Management Act 2006* and is subject to the provisions of the *Public Sector Management Act 1994*.

RESPONSIBLE MINISTER

The Hon. David Templeman MLA, Minister for Culture and the Arts, is responsible for the Library Board of Western Australia which has oversight of the management of the State Library of Western Australia.

LIBRARY BOARD OF WESTERN AUSTRALIA

The *Library Board of Western Australia Act 1951* states that the Board shall consist of 13 members. Eleven are appointed by the Governor for four years and are eligible for renomination at the end of their term of appointment. Two Board members are Ex Officio with representatives from the Department of Local Government, Sport and Cultural Industries and the Department of Education.

Sonja Heath's term expired in August 2019. Three new members were appointed to the Board since the last annual report was issued; Yvonne Loveland (June 2019), Wayne Scheggia and Paul Nielsen (both January 2020).

In 2019–2020, the Board met on six occasions and carried out its responsibilities in line with relevant legislation, the Library Board Charter and Code of Conduct.

BOARD MEMBERS

Hon. John Day Chairman
First appointed 2019 | Term ends 2023

John was a member of the Western Australian Parliament for 24 years until 2017, representing the Darling Range and Kalamunda electorates successively.

While in Parliament, he served in a range of roles including as Minister for Culture and the Arts from 2008 to 2017. Other portfolios included Planning, Health, Science and Innovation, Police and Emergency Services. John was a strong advocate for the role of public libraries and for revitalisation of the Perth Cultural Centre.

John is also a member of the board of the Art Gallery of Western Australia and is an Honorary Fellow of the Planning Institute of Australia. He is a graduate of The University of Western Australia in science and dentistry and practised as a dentist with the Perth Dental Hospital and in private practice.

Anne Banks-McAllister AM Vice Chairman
First appointed 2015 | Term ends 2023

Anne started her career as a Library Board Cadet working at the State Library before managing public library services in Perth. She has held the positions of President of the Western Australian Local Government Librarians' Association and President of the Western Australia Public Library Branch of ALIA.

Anne has had a long career in local government including Chief Executive Officer. She has been conferred a Fellow of the Local Government Manager's Association (WA) for her contribution to the industry and is a Life Member of the Australian Local Government Women's Association.

Anne has a Bachelor of Applied Science (Library Studies), a Master of Business Leadership and a Graduate Certificate in Organisational Coaching. She is an experienced non-executive director in the not-for-profit sector and is a graduate and Fellow of the Australian Institute of Company Directors. Anne is the General Manager of the Community Development Alliance at the City of Perth.

Councillor Jenny Archibald
First appointed May 2018 | Term ends 2022

Jenny obtained a Bachelor of Science (Geology) from The University of Western Australia. She has worked in various roles, including palaeontology at the Western Australian Museum, in the petroleum industry and later as a part owner of three businesses in the mineral exploration and geothermal industry.

She has also held several other positions including Mayor of the City of Fremantle, Chair of the Rottnest Island Authority, Chair of Spare Parts Puppet Theatre, inaugural Chair of the Fremantle Prison Trust (following the decommission of the Fremantle Prison) and Deputy Chair of Fremantle Press. Jenny is also a Councillor for the City of Fremantle and works part-time at the Fremantle Press.

Catherine Clark
First appointed 2015 | Term ends 2023

Catherine is the University Librarian at Curtin University, leading and managing people and resources for the University Library's physical spaces across four sites in Western Australia and online resources that are accessible 24/7 to the University's global community.

Prior to commencing at Curtin, Catherine had a long career at The University of Western Australia in several senior roles within the University's combined IT and Library Service – Information Services.

Catherine's qualifications include a Bachelor of Arts and Master of Information Management. She is an experienced non-executive director in the not-for-profit sector and a Graduate of the Australian Institute of Company Directors.

Martin Clery
First appointed 2012 | Ex Officio

Martin is Assistant Executive Director in the Department of Education's State-wide Services Division. In this role he oversees the curriculum and teaching support services delivered to public schools across the State. He also represents the Department of Education on a variety of inter-agency policy and advisory groups.

Martin began his career in education as a history and geography teacher in 1990.

Until 2005 he worked in secondary schools in regional and metropolitan locations. Since this time, he has held a variety of school support roles with the Department of Education. Martin represents, by arrangement, the Director General of Education on the Library Board.

Board members and the CEO and State Librarian | March 2020

Richard Giles
First appointed 2013 | Term ends 2021

Richard is the General Manager and Planning Director at Adapptor, a creative applications company with offices in Perth and Melbourne that produces useful, playful and powerful apps for mobile devices and the Internet of Things.

He began his career in technology in 1990 when he worked for a mobile phone company in the United Kingdom. After returning to Australia, he began a Bachelor of Commerce degree and ahead of the Internet boom built corporate websites, lectured about online commerce at Curtin University and sold corporate Internet connections.

Richard has since worked for Sun Microsystems, authored *The Podcasting Pocket Guide and How to Use Flickr: The Digital Photography Revolution* and won awards for podcasting. In 2006, he launched Recommendation Ventures, a cloud-based recommendation engine, which was used by a number of major companies.

Commissioner Andrew Hammond
First appointed June 2018 | Term ends 2022

Andrew was Chief Executive Officer of the City of Rockingham for 10 years and has significant senior experience in local government having held chief executive officer positions in Albany, Wyndham, East Kimberley and Nannup. Andrew is currently a Commissioner with the City of Perth.

Andrew holds an Executive Master of Business in Administration from The University of Western Australia and is a Fellow of Local Government Managers Australia, the Australian Institute of Management and a graduate of the Australian Institute of Company Directors.

Yvonne Loveland
First appointed 2019 | Term ends 2023

With a local government career spanning more than 25 years, Yvonne is currently the Executive Director of Community Services at the City of Armadale. Prior to local government, she worked in the not-for-profit community services sector and as a consultant.

Yvonne has tertiary qualifications in business, community development and public sector management. She has served on the WA Local Government Professionals Board, has had experience on several not-for-profit boards and is a graduate of the Australian Institute of Company Directors.

Councillor Kaye McGlew
First appointed 2012 | Term ends 2020

Kaye has been a Shire of Dandaragan Councillor for 12 years, chairing the Audit Committee and several council working parties as well as representing the region on reference groups. Kaye works for Amity Health in Moora as an Aboriginal and Torres Strait Islander Wellbeing and Resilience Coordinator.

Kaye has taught in regional and metropolitan high schools and has more than 30 years cross-curriculum and management experience. As Chair of the Dandaragan Community Resource Centre, she is passionate about building business and economic capacity in the regions, including social capital.

Paul Nielsen
First appointed 2020 | Term ends 2024

Paul is currently Manager Arts and Culture at the City of Albany and has long been an active advocate of public libraries and the positive benefits that they bring communities.

Wayne Scheggia
First appointed 2020 | Term ends 2024

Wayne has a significant background in local government, having worked at the local, state and national levels on both the east and west coasts of Australia, in a range of positions from office junior to chief executive officer. He is experienced in policy development, advocacy and government relations and currently serves on select boards and consults.

He has a Degree in Business and postgraduate qualifications in Regional Development and is passionate about communities and the people who live and work in them.

Dr Dorothy Wardale
First appointed 2015 | Term ends 2023

Dorothy is responsible for Curtin University's Master of Business Management program. Previously, she had a portfolio career as a leadership development consultant across the public and private sectors; an academic; director roles in executive education; and non-executive director roles on theatre arts and medical charity boards.

She is passionate about education and development for all.

Duncan Ord OAM
First appointed 2014 | Ex Officio

Duncan is the Director General of the Department of Local Government, Sport and Cultural Industries. He has extensive experience working at senior levels of government and communities in the areas of culture and the arts, education, training, planning and Aboriginal affairs.

Previous roles in private industry include being the Dean of the School of Performing Arts (WAAPA) and General Manager of the WA Theatre Company and Black Swan Theatre.

Duncan was also formerly chair of the arts, sports and recreation industry training council, member of Australia Council boards and committees and a consultant to local government on arts infrastructure projects.

In 2013 Duncan was the recipient of an Order of Australia Medal and is also a past winner of the Churchill Fellowship.

BOARD COMMITTEES

The Library Board has three committees to assist in the performance of its functions. The formal committees of the Board and their membership, as at 30 June 2020, are as follows:

Finance Committee

Assists in the effective discharge of its statutory financial responsibilities and provides strategic advice on key performance measures and financial matters associated with the strategic objectives and operations of the Library.

Members:

Martin Clery (Board representative)
Andrew Hammond (Chair, Board representative)
Jenny Archibald (Board representative)
Margaret Allen (CEO and State Librarian, State Library, Executive Officer)
Chris Penwald (Director, Strategic and Corporate Services, State Library, observer)
James Dew (Chief Financial Officer, State Library, observer)

Audit and Risk Committee

Overseas the audit and risk management functions of the Library.

Members:

Richard Giles (Board representative)
Anne Banks-McAllister (Chair, Board representative)
John Griffiths (Committee Member)
Efthalia Samaras (Office of the Auditor General, observer)
Margaret Allen (CEO and State Librarian, State Library, Executive Officer)
Chris Penwald (Director, Strategic and Corporate Services, State Library, observer)
Rod Forgus (Internal Audit Manager, State Library, observer)

Policy and Legislation Committee

Advises on matters effecting Library Board legislation and Library policy.

Members:

Catherine Clark (Chair, Board representative)
Dorothy Wardale (Board representative)
Kaye McGlew (Board representative)
Margaret Allen (CEO and State Librarian, State Library, Executive Officer)
Oliver Gatty (Manager Strategic Projects, State Library, observer)

AGENCY OPERATIONAL STRUCTURE

The State Library is a portfolio agency within the Department of Local Government, Sport and Cultural Industries.

It is responsible to the Library Board of Western Australia through the CEO and State Librarian who is the Executive Officer of the Board.

STATE LIBRARY OF WESTERN AUSTRALIA'S STRATEGIC PLAN

The State Library's *Strategic Plan 2018–2022* is about connecting people with information and ideas. The key objectives are:

- A State Library for everyone.
- A State Library that embraces digital transformation.
- A State Library that builds skills for the future.

More information about the Library's *Strategic Plan* can be found at the Library's website slwa.info/strategic-plan-2018-19

Achievements against the Plan are detailed in Section 3 of this report.

Mission

The State Library connects people and ideas.

Ideas have always been at the core of libraries – initially contained within books and other publications, but also in films, music, archives and the spoken word. Libraries connect people with ideas by creating collections and making them available. In a digital world, information has never been more readily available – the sheer quantity of information available poses questions of capacity, authenticity and relevance. The State Library facilitates access for everyone to quality, reliable and authoritative sources of information. The State Library's vast and diverse collection is a rich source of information, knowledge and ideas with library staff skilled in connecting the information needs of the community with our collections.

Values

- We value Western Australia's unique and diverse stories.
- We believe knowledge has the power to transform lives and that information should be freely available to everyone.
- We keep the community at the heart of our decisions about collections, programs and services.
- We collaborate to benefit the community.
- We recognise that Western Australia is a large State with diverse needs.

ORGANISATIONAL CHART

SENIOR STAFF

Margaret Allen PSM
CEO and State Librarian

Executive Services manages internal audit, strategic governance support, marketing and communications, project and support services to the CEO and State Librarian, the Library Board and other partners. This includes providing policy advice and research support on issues and trends relevant to the State Library and Library Board. Executive Services is responsible for providing advice to the Minister for Culture and the Arts.

Susan McEwan
Director, Collection Services

Collection Services leads the development and management of the State Library's physical and digital collections and associated data, through collection activities and systems encompassing acquisition, processing, storage, preservation, digitisation, distribution and access. The Directorate also manages the acquisition of materials for 233 public libraries across the State (including the Indian Ocean Territories). Rural and remote local governments are further supported with the selection and management of materials for their public libraries.

Chris Penwald
Director, Strategic and Corporate Services

Strategic and Corporate Services supports the agency in the areas of financial management and budget planning, human resource services, library management systems and building management. Some information and communication technology services and human resources services, building maintenance services, payroll and financial processing are provided in collaboration with the Department of Local Government, Sport and Cultural Industries.

Elizabeth Spencer
Director, Library Services

Library Services delivers services to the community which inspire creativity and curiosity and play a vital role in literacy and learning at every stage of life. The Directorate supports patrons, whether online or visiting the building, with specialist library and research services and educational programs based on State Library collections. Early literacy development is supported by the Better Beginnings family literacy program and Western Australian public libraries are supported with advice, training and professional development opportunities.

Administered legislation and other key legislation

Legislation and Regulations administered by the Library Board:

- *Library Board of Western Australia Act 1951*
- *Legal Deposit Act 2012*
- *Legal Deposit Regulations 2013*
- *Library Board (Conduct of Proceedings) Regulations 1955*
- *Library Board (Registered Public Libraries) Regulations 1985*
- *Library Board (State Library) Regulations 1956*

Other key legislation impacting on the Library included:

- *Auditor General Act 2006*
- *Disability Services Act 1993*
- *Equal Opportunity Act 1984*
- *Financial Management Act 2006*
- *Freedom of Information Act 1992*
- *Occupational Safety and Health Act 1984*
- *Public Interest Disclosure Act 2003*
- *Public Sector Management Act 1994*
- *State Records Act 2000*
- *State Superannuation Act 2000*
- *State Supply Commission Act 1991*

In relation to the COVID-19 pandemic, under the *Emergency Management Act 2005* the Minister for Emergency Services declared a State of Emergency in Western Australia on 15 March 2020, effective from 16 March 2020. Declarations were also made under the *Public Health Act 2016*. Under those declarations, directions were issued in the interests of public health and safety. Closure and restriction directions directly impacted the operation of the State Library building and public libraries throughout Western Australia.

Since mid-January 2020, the Library has responded to 138 requests for information from the National Redress Scheme. The Library will continue to provide access, where donor agreements allow, to records in its collections to assist redress processes in accordance with the National Redress Scheme for *Institutional Child Sexual Abuse Act 2018*.

PERFORMANCE MANAGEMENT FRAME

The Government's goals are supported by the Library's *Strategic Plan 2018–2022*. Specific achievement against these outcomes are detailed in the Agency Performance section of this document.

Outcome-based managment framework

GOVERNMENT GOAL:			SERVICE 1	SERVICE 2	SERVICE 3
Better Places	**Outcomes**	**Key Effectiveness Indicators**	**Collection Services**	**Public Library Services**	**Library, Literacy and Community Engagement**
A quality environment with liveable and affordable communities and vibrant regions.	Western Australia's cultural and documentary collections acquired, preserved and accessible.	Percentage increase in items added to the collection.	Key Efficiency Indicator:	Key Efficiency Indicator:	Key Efficiency Indicator:
		Proportion of heritage collections maintained within set standards.	Cost per new item added to the collection.	Average cost of administering services to public libraries.	Cost per engagement with State Library services.
		Percentage increase in the usage of the collections on-site and online.			
	The Western Australian public library network is supported through access to library materials and services.	The extent to which Western Australians are provided with access to library materials.			
	The Western Australian community benefits from engaging with the State Library's services.	Percentage of clients satisfied with the State Library's collections and services.			
		Percentage of Western Australians who actively engage with the State Library's services.			

Changes to outcome-based management framework

The State Library's outcome-based management framework did not change during 2019–2020.

SHARED RESPONSIBILITIES WITH OTHER AGENCIES

The State Library shares responsibilities/cross agency initiatives as follows:

- Works with the **Department of Local Government, Sport and Cultural Industries** as a portfolio agency and offers space in the State Library building to Department staff including **Aboriginal Culture and History WA**.
- Provides workplace training and support to Aboriginal and school-based **Public Sector Commission** traineeship participants.
- Shares a library management system with the **Department of Health** libraries.
- Partners with Western Australian **local governments** (including Australia's Indian Ocean Territories) to deliver public library services and family literacy programs.
- Delivers the Better Beginnings program through public libraries, in partnership with **local governments**, **Child and Adolescent Community Health**, **WA Country Health Service**, the **Department of Primary Industries and Regional Development** and the **Department of Education** (through Child and Parent Centres); and in collaboration with the **Department of Justice** and the Adult Migrant English Program delivered by **North Metropolitan TAFE**.
- Collaborates in a Literacy Alliance as part of the delivery of the State Library's *Literacy Matters Strategy*, working with community leaders and organisations such as Read Write Now, United Way WA, The Smith Family and the Wirrpanda Foundation to identify gaps in literacy service provision and promote awareness of existing services. Government partners include **Department of Education**, **Department of Justice**, **Department of Training and Workforce Development**, **North Metropolitan TAFE** and **South Metropolitan TAFE**.
- Partners with the **Office of Multicultural Interests** in the delivery of a resource collection supporting community language schools.
- Delivers information and reference services to officers of the **Department of the Premier and Cabinet**, **Department of Treasury**, **Department of Finance** and the **Public Sector Commission**.

The State Library partners and collaborates with other Perth Cultural Centre institutions as follows:

- Administratively responsible for the **State Records Office of Western Australia** and provides support with preservation services, marketing, finance, human resources, training and the use of spaces within the State Library building for storage, offices and service delivery to patrons. The two agencies also share a Disability Access and Inclusion Plan and are also working together to respond to the *Integrity Strategy for WA Public Authorities 2020–2023*.
- Until March 2020, provided space in the State Library building to the **Western Australian Museum** for a Discovery Zone and Discovery Store.
- Shares internal audit resources with the **Art Gallery of Western Australia** and the **Western Australian Museum**.
- Cross-promotes exhibitions and events with the **Art Gallery of Western Australia** and **PICA**.
- Works with the **Western Australian Museum** on education resources, exhibitions and programs and providing digital copies of State Library Heritage Collection items for the **New Museum of Western Australia**.
- Partners on the Collecting the West project led by The University of Western Australia and Deakin University, with the **Western Australian Museum**, **Art Gallery of Western Australia** and the British Museum that will result in a number of publications and public lectures and inform how the State Library will describe and interpret its collections in the future.
- Coordinates access to Aboriginal historical records, research and services with the **State Records Office of Western Australia** and **Aboriginal Culture and History WA**.
- Provides storage space for the **Perth Theatre Trust's** Museum of Performing Arts collection.

A STATE LIBRARY FOR EVERYONE

Key achievements against the State Library's *Strategic Plan 2018–2022*.

A STATE LIBRARY FOR EVERYONE

- Create services and events that engage and inspire communities and celebrate their diversity.
- Develop collections that reflect the interests and ambitions of Western Australians.
- Provide spaces that are dynamic, safe and inclusive with resources and connections to stimulate research, creativity and curiosity.
- Enhance our reputation as a pre-eminent and welcoming destination within the Perth Cultural Centre.

Career advice from Dr Karl Kruszelnicki, part of the State Library's Disrupted Festival of Ideas | July 2019

DISRUPTED FESTIVAL OF IDEAS

The 2019 Disrupted Festival of Ideas explored the theme of Truth with guests including award-winning journalist Leigh Sales, well-known science communicator Dr Karl Kruszelnicki and former Western Australian Premier Hon. Geoff Gallop AC. Held on 27 and 28 July 2019, 7,200 people attended the sessions at the State Library, while more than 10,500 people viewed content online.

WESTERN AUSTRALIAN PREMIER'S BOOK AWARDS

The Western Australian Premier's Book Awards are the State's peak writing honours with a focus on supporting the development of Western Australian creatives.

The Daisy Utemorrah Award for Unpublished Indigenous Junior and YA Fiction is administered and funded by Broome-based Indigenous publisher Magabala Books with support from the Department of Local Government, Sport and Cultural Industries. This Award is open to Indigenous writers from across Australia.

2018 Western Australian Premier's Book Awards winners – left to right – Writing for Children winner, Kelly Canby, Margaret Allen CEO and State Librarian, Emerging Writer winner, Reneé Pettitt-Schipp, Daisy Utemorrah Award for Unpublished Indigenous Junior and YA Writing winner, Kirli Saunders, the Hon. David Templeman, Minister for Culture and the Arts, Writer's Fellowship winner, A.J. Betts | July 2019

The winners of the 2018 Awards were announced at the State Library on 26 July 2019 by the Hon. David Templeman MLA, Minister for Culture and the Arts.

The winners were:

Western Australian Writer's Fellowship – **A.J. Betts**

The Premier's Prize for an Emerging Writer – **Reneé Pettitt-Schipp** for *The Sky Runs Right Through Us* (UWA Publishing)

The Premier's Prize for Writing for Children – **Kelly Canby** for *The Hole Story* (Fremantle Press)

The Daisy Utemorrah Award for Unpublished Indigenous Junior and YA Writing – **Kirli Saunders** for *Mother Speaks*

The shortlists for the 2019 Western Australian Premier's Book Awards were announced in June 2020.

The Western Australian Writer's Fellowship shortlist:

- Amanda Curtin
- Lucy Dougan
- Rafeif Ismail
- Caitlin Maling
- Carl Merrison

The Premier's Prize for an Emerging Writer shortlist:

- Virginia Jealous for *Rapture's Roadway* (Ventura Press)
- Helen Milroy for *Wombat, Mudlark and Other Stories* (Fremantle Press)
- David Pollock for *The Wooleen Way* (Scribe Publications)
- Bindy Pritchard for *Fabulous Lives* (Margaret River Press)
- Holden Sheppard for *Invisible Boys* (Fremantle Press)

The Premier's Prize for Writing for Children shortlist:

- Fiona Burrows for *Violet and Nothing* (Fremantle Press)
- Kathryn Lefroy for *Alex and the Alpacas Save the World* (Fremantle Press)
- Meg McKinlay for *Catch a Falling Star* (Walker Books Australia)
- Meg McKinlay, illustrated by Leila Rudge, for *Let me Sleep, Sheep!* (Walker Books Australia)
- Michael Speechley for *The Gift* (Penguin Random House Australia)

The Daisy Utemorrah Award for Unpublished Indigenous Junior and YA Fiction shortlist:

- Krista Dunstan for *Noble Intentions*
- Jannali Jones for *Yenda*
- Teela May Reid for *Our Matriarchs Matter*
- Elizabeth Stuart for *Swell*
- Ellen van Neerven for *18 Comments*

The 2019 Award winners will be announced in August 2020.

EXHIBITIONS

Free exhibitions were held at the State Library during the year, with most featuring items from the State Library's collections, while some were in partnership with other organisations.

Stranded – Artwork by Mark Wilson

This exhibition featured illustrations by Mark Wilson from the book, *Stranded*, written by Western Australian author, Jan Ramage. The artworks were a recent addition to the State Library's Peter Williams Collection of Illustrations from Australian Children's Books. The book is based on the true story about the people of Busselton, Western Australia, who saved 120 beached whales in 2006. The exhibition included photographs and newspaper extracts featuring the whale rescue.

Violet and Nothing – Artwork by Fiona Burrows

Illustrations from Western Australian author and illustrator Fiona Burrows' newest book, *Violet and Nothing* were exhibited to coincide with the AWESOME Festival in October 2019. This exhibition was supported by a self-guided trail for children and families, and workshops with Fiona Burrows.

Super Power Kids – The Exhibition – Partnership

Presented in partnership with Kalparrin and the AWESOME Festival, this exhibition showcased the stories of 33 Western Australian children living with disability. Photographs and video by award-winning artists, Rachel Callander and Nathan Maddigan, were presented alongside stories about each child's unique super power.

Curator tour for the A Place to Call Home? Migrant Hostel Memories exhibition | February 2020

100 Years of Music in Western Australia – Partnership

In partnership with the Western Australian Music Industry Association (WAM), the State Library presented a digital installation of 331 photographs depicting the history of music in Western Australia. It included photographs from the Library's collections, WAM's archives plus local music photographers.

A Place to Call Home? Migrant Hostel Memories

The State Library hosted this National Archives of Australia touring exhibition. It featured highlights from a national collection of over 22,000 photographs and showed migrant camps and hostels from across Australia during the post-war period. Associated events included two curator-led tours and an information session on researching migrant records with the State Records Office and the National Archives of Australia. The exhibition closed earlier than planned due to the closure of the State Library to the public due to the COVID-19 pandemic.

Ten Pound Pom – by Carole Wilkinson and illustrated by Liz Anelli

The picture book *Ten Pound Pom*, written by Carole Wilkinson and illustrated by Liz Anelli, shares the story of Carole Wilkinson's journey of migration from England to Australia. The exhibition showed how Liz Anelli created the illustrations for the story by combining hand drawn elements, copies of historical documents and textures through a digital layering process.

Staged to Sell: Iconic advertising from the Stevenson, Kinder & Scott Photographic collection

Due to the Library's closure during the COVID-19 pandemic, this exhibition was made available online. It featured advertising and promotional images from the Library's collection of photographs by Stevenson, Kinder and Scott Corporate Photography. Taken between the late 1960s and the early 1990s, the photographs showed consumer life in Western Australia and included Swan Lager beer, Bakewell Pies, Laurie Potter's Health Clubs, domestic appliances, groceries, fast food and fashion.

Best from The West exhibition

This exhibition, which opened on 8 June 2020, featured front pages and photographs from the archives of The West Australian newspaper.

PUBLIC TALKS, AUTHOR EVENTS AND TOURS

The Library hosted a series of free public talks throughout the year. More than 700 people attended the series. Guest speakers spoke about the Library's Heritage Collection and shared stories about Western Australia.

Highlights included:

Historian Dr Robert Fletcher's presentation titled, **John Forrest, the British Empire and the Empty Spaces of the World**.

Author of *Brotherboys*, Dr Sean Gorman's presentation titled, **From Graham Farmer to Buddy Franklin: Noongar Footy Legends**.

Noongar man Ezra Jacobs-Smith's presentation titled, **From Rottnest Prison to Wadjemup: A Journey of Healing**.

Channel 7 interviewing Margaret Allen, CEO and State Librarian for the opening of the Best from the West Exhibition | June 2020

Historian and writer Professor Anna Haebich's presentation titled, **The History of Aboriginal History in Western Australia**.

State Library Heritage Librarian Peter Edwards' presentation titled, **A Swag Full of Western Australian History – Sharing Our Stories**.

Whadjuk Nyungar Elder Professor Len Collard's presentation titled, **Katitjiny Nyungar Boodjar: Understanding Nyungar Land**.

Curator Joanne Hyland's presentation titled, **Open Up the Archives: Krantz and Sheldon Architectural Records**.

Businesswoman Marissa Verma's presentation titled, **Bindi- Bindi Dreaming: Aboriginal Culture**.

Premier's Prize for an Emerging Writer winner and poet, Reneé Pettitt-Schipp's presentation titled, **Oral History and the Christmas Island Boat Tragedy – How Both Stories and Silence Speak**.

The State Library conducts a variety of public tours throughout the year. Two new tours were introduced in 2019–2020; one focusing on the Peter Williams Collection of Illustrations from Australian Children's Books and the other featuring botanical materials in the Library's collections.

OTHER COMMUNITY ENGAGEMENT ACTIVITIES

Nyoongar/Noongar Language Course with Sharon Gregory – to celebrate the International Year of Indigenous Languages in 2019, the Library piloted a beginners Noongar language course which attracted more than 200 participants.

Backyard Book Fair – the Society of Children's Book Writers and Illustrators partnered with the Library to present the annual Backyard Book Fair on 2 December 2019. At the Fair, families had the opportunity to write and draw with 11 Western Australian book creators.

Portrait of laughing children, probably at Warburton Mission, Western Australia | August 1964 | Ron Williams Collection 148953PD

STEM in The Story Place – focusing on families with children aged zero to four years, the program aimed to increase awareness of the importance of introducing STEM concepts to young children. It was delivered over 10 weeks in Term Four 2019 and attracted 547 participants.

Cyber safety workshop – on Safer Internet Day 2020, the Library hosted a cyber safety workshop, attended by 12 people, to support Library patrons to engage in e-smart and e-safe online practices.

NAIDOC Week panel discussion – conducted in partnership with the Minderoo Foundation, the discussion, attended by 68 people, explored how Aboriginal researchers talk about connections to Country and navigate our shared history.

STORYLINES ONLINE ARCHIVE FOR ABORIGINAL HISTORY

The State Library's Storylines online archive for Aboriginal history increased from 8,500 items in 2018–2019 to 10,548 in 2019–2020 and more than 6,000 people in images have now been identified with names, places and dates.

Since its inception in 2013, Storylines has become the central point for Aboriginal people accessing the Library's Heritage Collection and a safe place to store records of people, place and history. Material identified as sensitive, secret or sacred can be restricted or removed in a flexible and responsive way.

The Storylines Facebook page, with more than 4,000 followers, has featured curated photographic posts which have resulted in significant digital repatriation back to Community and individual families.

Storylines supported the Yokayi Waarbiny Wer Malayin Djin-Djin – Celebrate Art and Cultural Spirit annual exhibition in October 2019, which showcased the artworks of the Yokayi Program. Yokayi is offered to female Aboriginal and Torres Strait Islander secondary school students with this year's exhibition featuring works from Kiara College and Balga Senior High School. Storylines assisted participants to research and identify their own family history. Images from the archive were used to help the students learn about culture and history through the arts.

Indigenous family history workshops were held in Perth, Geraldton, Mullewa, Carnarvon, Kalgoorlie, Karratha, Roebourne and Manjimup.

BE CONNECTED – PARTNERSHIP

The State Library is a network partner of the Australian Government's Be Connected initiative, aimed at increasing the digital confidence, skills and online safety of older Australians. As part of the program, the Library conducted training sessions for Indigenous digital mentors in Geraldton, Carnarvon, Kalgoorlie, Karratha, Roebourne and Manjimup for the Be Connected capacity building project. The project was run in collaboration with Storylines and helped support Storylines engagement sessions in these communities.

THE STORY PLACE

The Story Place is the Library's learning and activity space for children and their families. It aims to build early literacy skills by encouraging families to share stories and to learn and play with their children every day. Weekly sessions of Baby Rhyme Time, Play Time and Story Time attracted more than 5,260 participants this year. Events were held to celebrate Book Week, Australian Library and Information Association National Simultaneous Storytime, NAIDOC Week and the AWESOME Festival.

Erik the Book Buddy dog continued to be a popular fortnightly guest, engaging with 735 visitors this year. Erik patiently listens as children read aloud to him. Book dogs enable children to read aloud in a non-threatening environment that has been demonstrated to build their literacy and learning skills and promote the joy of reading.

EDUCATION PROGRAM

More than 3,500 students participated in workshops, tours and self-guided activities at the Library in 2019–2020. There was a significant increase in bookings for Term One 2020 compared to previous years due to interest in the exhibition, A Place to Call Home? Migrant Hostel Memories.

COVID-19 disrupted the education program with schools cancelling or postponing visits to the State Library. In response, the Library's education webpages were reviewed and redesigned, improving online access to education-related resources. Similarly, new online education resources were created to support the Western Australian curriculum and showcase the State Library's collections. Interactive walking trails around Perth and Northbridge linking existing buildings to historical photographs were also developed.

The State Library partnered with and hosted the annual Humanities and Social Sciences conference in August 2019, attracting 317 educators from 66 schools, and 47 presenters including Australian authors Mark Greenwood, Aśka, Norman Jorgensen, Franè Lessac, Karen Blair and Kirsty Murray.

More than 300 students attended the 2019 Disrupted Festival of Ideas school event with Dr Karl Kruszelnicki that focused on careers in science.

FAMILY HISTORY – PARTNERSHIP

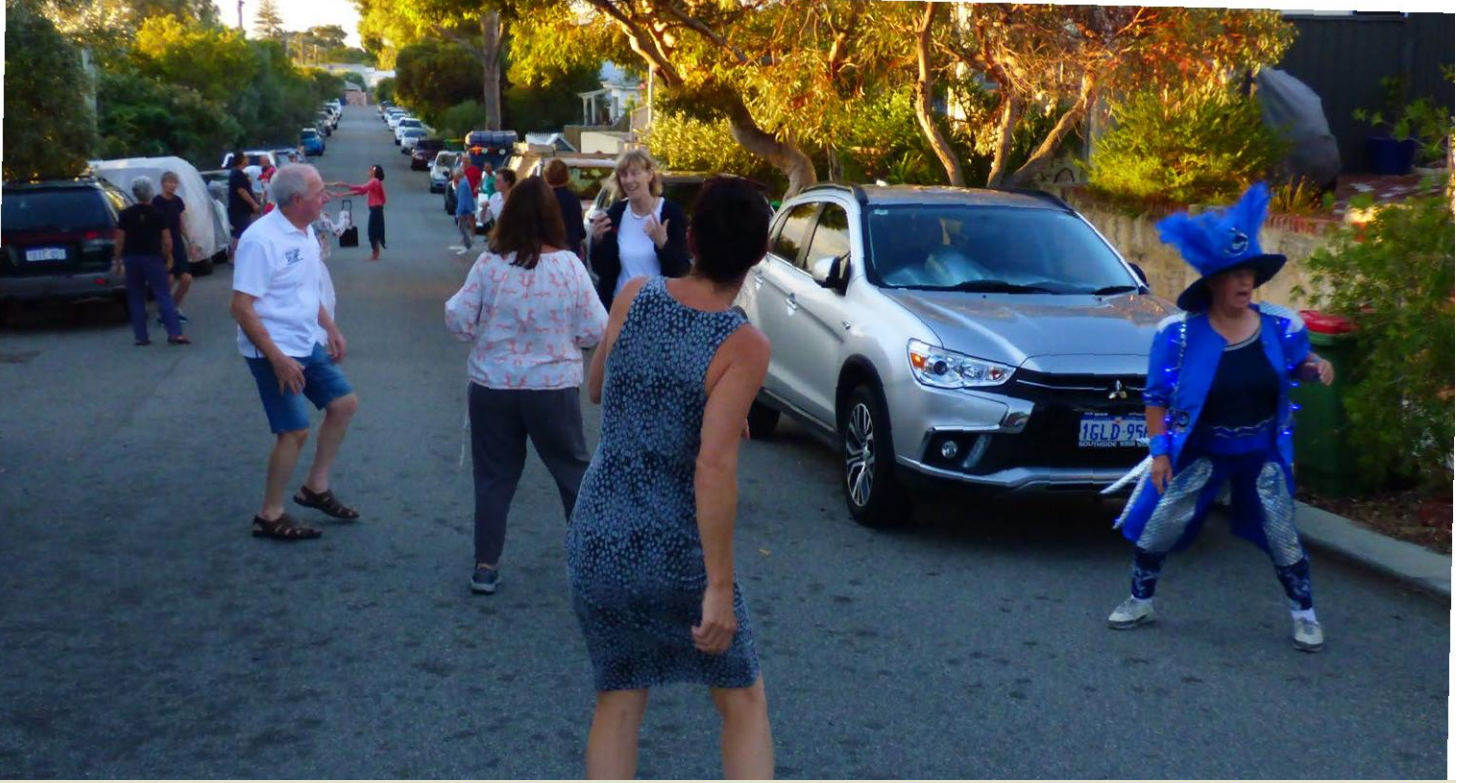
During the year, demand for family history information continued to be strong. State Library staff answered 2,276 family history related enquiries and online resources including *Ancestry Library Edition, Find My Past* and *Trove* were extremely popular. To support the family history community through the COVID-19 pandemic, Ancestry generously allowed free access from home to *Ancestry Library Edition* for any member of a public library in the State. During April 2020, there were 142,776 searches compared to 33,270 searches during the same period in 2019. There were 755,996 searches by patrons in the full year, an increase of 300 percent from the previous year. The *British Library Newspapers* and the *Times Digital Archive* were also in strong demand with an increase of more than 800 percent for searches totalling more than 36,000 for the year.

Family History WA volunteers, based in the Library, answered 2,079 enquiries this year. Fortnightly sessions on how to trace your family's history at the State Library provided by Family History WA specialists were well attended and National Family History Month presentations in August 2019 were fully subscribed. Without the contribution of Family History WA volunteers, the State Library would not be able to offer the high level of service available to family historians.

As a part of the AWESOME Festival, the State Library set up a Story Tent in the Perth Cultural Centre where families could visit and make books and chatterboxes | October 2019

AWESOME INTERNATIONAL ARTS FESTIVAL FOR BRIGHT YOUNG THINGS

The State Library continued its involvement with the 2019 AWESOME International Arts Festival for Bright Young Things, with over 6,000 people visiting the Library's exhibition space, while 4,145 participated in events in The Story Place. In addition, 523 students participated in AWESOME education workshops and the Library's Book Cubby and book making activity in the Perth Cultural Centre resulted in 1,300 books and 1,300 chatterboxes being made by children.



Every Sunday at 5pm, residents of Hulbert Street, South Fremantle came outside to dance | April 2020
John Toohey collection of photographs related to the COVID-19 pandemic BA3191/1-8

STUDIO 001

Taking its name from the Dewey decimal classification for knowledge, the Library's Studio 001 opened in 2017 as a space for creative thinkers and entrepreneurs to collaborate, experiment, design and engage with the community. During the year, 39 patrons used the space for a variety of activities, events and meetings. In July 2019, the Studio held its first Roadshow session, where Studio users from 2019–2020 provided community workshops and information sessions on projects developed in Studio 001.

As part of the Roadshow:

- Education Research Solutions provided an information session on Expressions, an online tool that is used by business to meaningfully engage with customers, understand customers' experiences and design/improve service delivery.
- Let's Make Games, a non-profit games development group, held a Loading Space Playtesting Session, where games developers were invited to come along and have their games tested by games enthusiasts for free.
- Presento Labs, a business focused on presentations, digital strategy and branding, provided a session titled, Don't Let Your Boardroom Become a Bored Room.

In response to the COVID-19 pandemic, Studio 001 closed on 23 March 2020 and reopened on 7 June 2020.

PATRON FEEDBACK

Each year the State Library runs quarterly surveys of patrons to gather valuable feedback on the Library's collections, services and facilities. While the collection of the fourth quarter data was impacted by the COVID-19 closure, the response rates from the previous quarters were high enough to meet the qualitative requirements for the data collected to be meaningful. Overall, satisfaction levels remained high in 2019–2020, with 95 percent of respondents satisfied with the Library's collections and services (94 percent in the previous year). Staff performance also remained high with 95 percent satisfaction with the services and facilities offered (84 percent in the previous year).

The survey found that the most common reason people visited the Library was to study and the largest number of patrons were youths aged 18 to 24, closely followed by those 25 to 34.

Aside from the formal patron survey, the State Library encourages all patrons to provide feedback on Library collections, services and facilities. Feedback is received in many forms including printed and online forms, email and letters. In 2019–2020, 237 patrons provided written feedback including 43 compliments, 29 suggestions and 165 complaints. The most frequent topics of complaints included Internet and wifi access issues, public computer capability, facility faults and issues with access to the Library's catalogue. The State Library responds to all written complaints and addresses suggestions and issues raised where possible.

Access to wifi continues to be the major suggestion for improvement received, however a significant upgrade to the service is required to address the issues.

COLLECTIONS

Significant items were added to the State's Heritage Collection during the year.

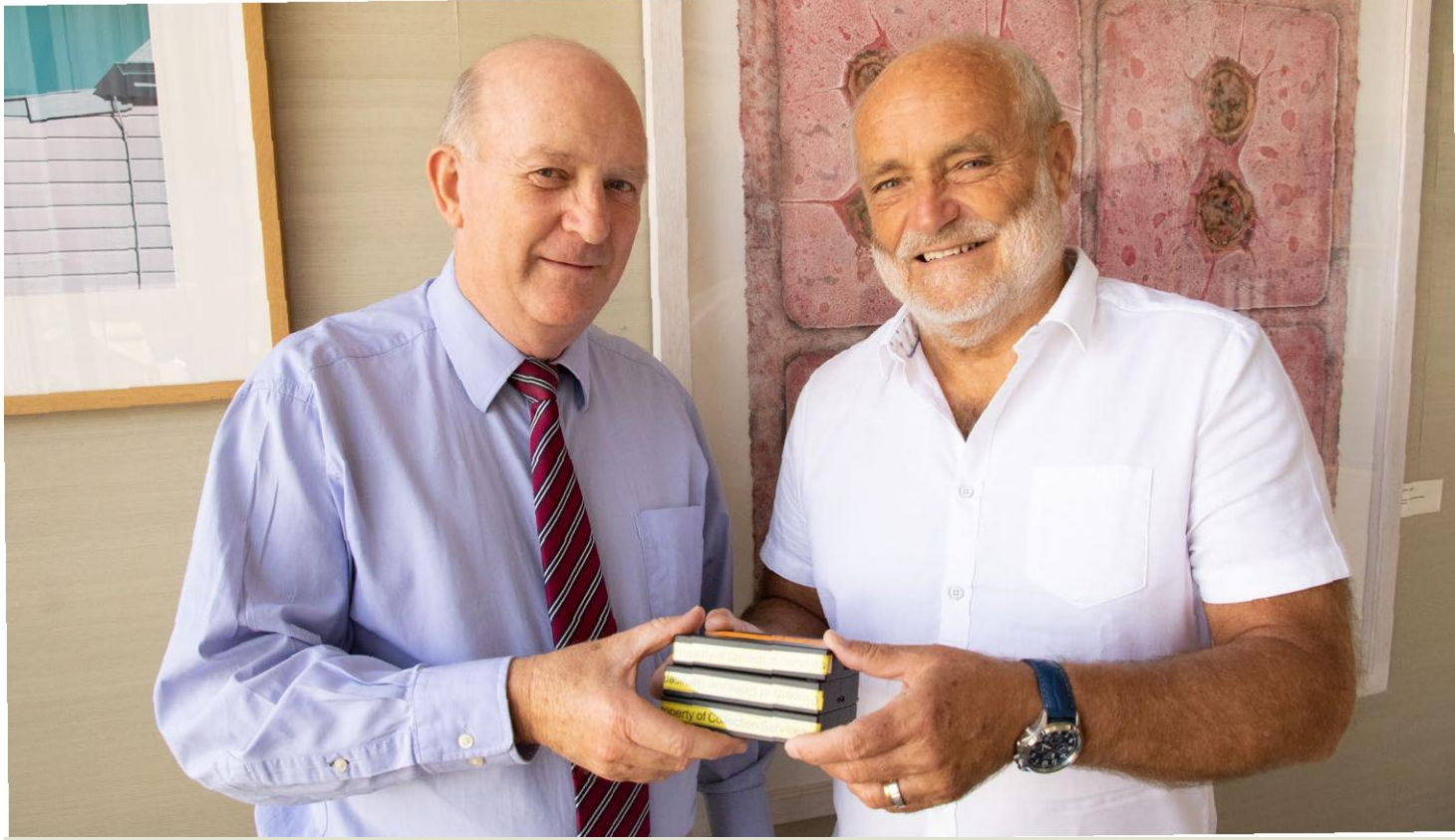
COVID-19 collecting

A priority for the State Library is to collect materials which capture current and significant events, so they are available for future generations and provide a snapshot of life in 2019–2020 for future researchers. The COVID-19 pandemic quickly and unexpectedly disrupted the lives of all Western Australians and has had a significant social and economic impact on the community. The Library did a call out to the community, via its website and social media channels, to donate photographs, video, ephemera and other material which conveyed individual Western Australians' experiences of life during the pandemic. The Library will continue to collect stories and material throughout Western Australia's recovery. Some of the photographs collected can be viewed on the Library's website.
slwa.info/covid-19-collecting

In addition to the content being donated by the community, the Library also collected COVID-19 materials via archiving of Internet websites and legal deposit and has commissioned through the Centre for Stories a series of oral histories with various Western Australians impacted by the pandemic.

Anzac Day

COVID-19 disrupted Anzac services across the country on 25 April 2020, but Western Australians honoured their Anzacs amid the pandemic in touching and creative ways. The Library did a call out to the community to share images of their socially distanced Anzac services which have been added to the Library's Heritage Collection. Search for these call numbers in the Library catalogue:
BA3228 BA2286/191 BA3192



Library Board Chairman, John Day accepts a donation from Community Television station WTV General Manager, Tibor Meszaros | March 2020

Black Lives Matter protests

The State Library called on the community to contribute photographs, video, posters, signs and other materials to capture the Black Lives Matter events and activism in Western Australia, including two protests on 2 and 13 June 2020, to ensure Western Australia's contribution to the global movement is recorded for future generations. These materials are still being collected and added to the Library's Heritage Collection. Search for this call number in the Library catalogue: BA3259

WTV archives

The Perth community television station, WTV, donated archives include local productions and programs broadcast between 2000 and 2020. Highlights of the collection include:

Perth Artists – documentary series featuring Perth painters, sculptors, photographers, designers, street artists, filmmakers, actors, Indigenous artists, musicians and dancers.

Have Your Say – program featuring Western Australians voicing their opinions on local, national and global issues.

Perth City Talks – interviews with Perth people with a focus on events.

Questions Without Notice – for 10 years, WTV aired the delayed broadcast of the Questions Without Notice sessions from the Parliament of Western Australia.

Page from Carl Ludwig Ratazzi's Sketchbook | World War One ACC 10046AD

Russell Goodrick collection

The collection is composed of 1,000 programs (mostly infomercials) produced by MRG Pty Ltd and Russell Goodrick. It also contains some one-off specials and unedited camera footage of significant Western Australian landmarks. The programs are a visual record of the built environment, people, places and events in Western Australia from 1996 to 2006. Goodrick is a Western Australian producer, journalist and news reader.

Darren Clark photographs – East Kimberley

The collection of 265 digital images includes the Warmun Art Gallery's 20th anniversary celebrations and some of Australia's leading Indigenous artists at work. The collection focuses on the Warmun Art Gallery facilities and community of Gija artists, it also captures Country with Indigenous elders at Bow River (Juwurlinji Community), Violet Valley and Texas Downs. Search for these call numbers in the Library catalogue: BA2840/1029-1071 BA2840/1072-1080 BA2840/1081 BA2840/1083-1127

Darren Clark photographs – Pilbara and Gascoyne

The collection of 338 digital images including towns and the salt and fishing industries in the Pilbara and Gascoyne from July to September 2019. The collection features Onslow, Denham, Shark Bay and Useless Loop. Clark's photographs are accompanied by personal insights and social commentaries by local people, creating a documentary record of contemporary life in regional Western Australia. Search for these call numbers in the Library catalogue: BA2840/1333-1346 BA2840/1347-1349 BA2840/1350 BA2840/1351-1352

Doomeruny

A canvas painting by Gabriel Nodea (Chairman of the Warmun Art Centre and an important holder of Gija culture and language) called Doomeruny, depicts a traditional story about vibrations that can sometimes be felt in the ground in Gija Country, as if something was travelling underground or two creatures calling to each other.

Sketchbook from World War One internment camp

Compiled by Carl Ludwig Ratazzi (1865–1925) during his internment in World War One. Ratazzi was Honorary Consul for the German Empire in Western Australia in 1902. With the outbreak of World War One in 1914, anti-German sentiment grew and, amid unsubstantiated rumours that he was a spy, Ratazzi was interned in Trial Bay, NSW. Search for this call number in the Library catalogue: ACC 10046AD

William Henry Kerslake letters

Four manuscript letters written by convict William Henry Kerslake (1842–1922) from Chatham Prison (Kent) and the ship Racehorse (Portland Roads) to his parents in Tiverton, Devon, 1864–1865 requesting their assistance to petition on his behalf to prevent his transportation. Kerslake was eventually transported to Fremantle in 1865. Search for this call number in the Library catalogue: MN 3320

World War memoir – Walter Edward Gillett

Written by Walter Gillett after his return from fighting in France during World War One, the memoir adds to the accounts of the men who served in this war and illustrates the atmosphere in Western Australia regarding enlistment. It also provides a first-hand account of the rigours of war and the lengthy process of returning home. Gillett was awarded the Meritorious Service Medal in 1919.

Daniel Feakes photographs

Photograph album from 1902 containing 24 large black and white prints of Government House Gardens and Kings Park. The album provides a visual record of the early days of two of Perth's most significant landmarks.

Notebook of Follow Forrest expeditions of 1974 and 1975

Documents two expeditions to commemorate the centenary of John Forrest's 1874 expedition from Geraldton to the source of the Murchison River and then east through the desert centre of Western Australia to Adelaide. Geraldton historian Stan Gratte was the leader of both travelling parties. Search for this call number in the Library catalogue: ACC 10111AD/2-7

Photographs and papers relating to West Australian Petroleum Pty. Ltd. (WAPET) discovery of oil at Rough Range, 1952–1955

Photographs and papers gathered by Dr Phillip Elliott Playford (1931–2017), an eminent Western Australian geologist. The collection includes photographs, slides, news clippings and correspondence and adds to the record of oil discovery in Western Australia in the mid-1950s.

Gardner Family papers and photographs

The photographs date from the 1890s and record the development of the family's farm near Tammin, Western Australia, and other agricultural scenes, domestic life and leisure activities of a large extended family. Search for this call number in the Library catalogue: BA3121/1-4

O'Hare Family papers

Includes invitations, biographies, financial records, correspondence, reports, certificates, and wills pertaining to the O'Hare Family, Cunderdin, Western Australia. The collection provides insights into farming and social life in the Wheatbelt in the mid-20th century.

Brian and Noela Hassell collection of Gogo Station School, 1962–1964

Gogo Station School was the first established school on a cattle station in Western Australia. It began in 1957 with lessons in a cave for about 20 students aged from six to 17 years. Images show the school, students, class activities, station environment and workers. They accompany a collection of artwork and class work produced by the Aboriginal students of Gogo Station between 1962 and 1964.

Skylab film expedition records

Skylab, the first space station launched by NASA, fell back to Earth in July 1979 with debris landing in Western Australia. In August 1979, a film crew was organised by Hans Stammel to produce an hour-long documentary on why Skylab landed in Western Australia, but the film was never completed. The diary was kept by the sound engineer on this expedition and recounts the progress of the trip.

Swan Valley Nyungah Community collection

The Swan Valley Nyungah Community was an Aboriginal community in Lockridge, Western Australia, which was closed by the State Government in 2003. The records document the Community's activism from 1974, including their fight to remain on the Lockridge site, as well as Aboriginal activism on sites such as Noonkanbah, Heirisson Island, Rottnest Island, Swan Brewery and others. The collection provides an important Aboriginal perspective on rights and ownership over many areas in Western Australia.

Munda Nyuringu cartoons

Nine drawings by prominent artist and satirist Bruce Petty were created for the 1983 film, *Munda Nyuringu: He's Taken the Land, He Believes it is his, He Won't Give it Back*; a Film of the Fringedwellers of the Goldfields. The drawings figuratively trace events from European settlement and illustrate the effect of settlement and the exploitation of resources in the Kalgoorlie region had on the local Aboriginal people.

Papers of Augustus Creightmore

Augustus (Gus) Breadalbane Creightmore (Kreitmayer) (1910-1949) qualified and was registered as an architect in Western Australia in 1933. The donated plans highlight mid-20th century architecture in Western Australia and Creightmore's short but influential career.

Save the Guildford Hotel Group records

The historic Guildford Hotel was damaged by fire in 2008. The Save the Guildford Hotel Group used the democratic process to protest, publicise, put pressure on State Government Ministers and the Opposition to make statements, table a petition and ask questions in Parliament. This collection is a comprehensive record of community action to save built heritage in Western Australia.

David Francis Hughes photographs

Photographs of regional Western Australia in the 1940s and 1950s including Albany, Anna Plains Station, Beagle Bay, Broome, Bunbury, Caron, Gabbin, Glenroy Station, Halls Creek, Kalgoorlie, La Grange, Marble Bar, Meekatharra, Mount Magnet, Mullewa, Nullagine and Port Hedland.

William Macpherson | c.1885 129401PD

Greg Woodward photographs

This collection includes photographs of Perth and Fremantle capturing the architecture of heritage-listed buildings. The surf and beach images document the changing sand formations and beach breaks along the Western Australian coast, classic surf poses, and some surfing personalities of the early 1970s.

MacPherson Family photographs

This collection includes photographs of four generations of the MacPherson family starting with Donald MacPherson (born Scotland, 1815), a pastoralist at Glentromie, Victoria Plains, Western Australia in the 1840s.

The State Library's Peter Williams Collection of Illustrations from Australian Children's Books

The State Library holds a significant collection of illustrations from Australian children's picture books. The collection is named in appreciation of Dr Peter Williams who has generously donated many illustrations from his personal collection since 2006. New items added this year included:

An original resin and oil paint sculpture reproduced in *Cicada* by Shaun Tan; and

16 original artworks (acrylic on cotton paper) by Johnny Warrkatja Malibirr, for the Magabala publication, *Little Bird's Day*.

Oral history program

The State Library continued to grow its significant collection of Western Australian oral history interviews. Highlights of recorded interviews added to the collection this year included:

16 Days oral history project - in partnership with Centre for Stories, this project features 16 interviews documenting stories of domestic and gender-based violence in Western Australia from survivors of violence, social service providers and advocates for change.

Busselton Oral History Group collection – 177 interviews with local Busselton and South West residents on topics including the Anzacs and Group Settlement in the South West. Search for this call number in the Library catalogue: OH4427

Parliamentary oral history program – Partnership

As part of a long-standing partnership with the Western Australian Parliament, oral histories of former Parliamentarians and Parliament staff are recorded. Former Parliamentarians can choose to have their oral history embargoed or made available online from the Library's catalogue. Interviews completed this year included:

Kim Hames, former Member of the Legislative Assembly. Search for this call number in the Library catalogue: OH4378

David Black, Western Australian Historian, Chairperson of the Parliamentary History Advisory Committee and a Parliamentary Fellow (History). Search for this call number in the Library catalogue: OH4379

Aboriginal Languages Collection

The Library's Aboriginal Languages Collection was made available to the public in December 2019 coinciding with the United Nations International Year of Indigenous Languages. It includes materials in traditional Aboriginal languages from four regions of the State including the South West, Goldfields, Western Desert and Pilbara, and it will continue to be developed into a comprehensive collection representing all Western Australian regions.

There are currently eight Noongar dialects represented in the collection and some materials are bilingual. Books, CDs, DVDs, maps and more can be requested and shared across the State via the Western Australian public library network.

Sharing Our Diverse Heritage community languages videos – Partnership

The Sharing Our Diverse Heritage project, a partnership with the Office of Multicultural Interests (OMI), focussed on digitising material from the Library's collections in languages other than English. In a series of 10 videos in five languages – Arabic, Farsi, Filipino, Indonesian and Vietnamese – speakers explain their personal stories and the ways in which language and cultural heritage impacts their lives in Western Australia.

Music in Vincent video interview series

This collaborative project with the City of Vincent focuses on local music venues in the Vincent area. Thirteen video interviews were filmed with musicians, venue managers, booking agents and community arts professionals focusing on the Ellington Jazz Club, the Charles Hotel as the home of the Perth Blues Club, the Hyde Park Hotel, the Rosemount Hotel and the North Perth Ethnic Music Centre.

Aboriginal Languages Collection, Level 1 | December 2019

COLLECTING THE WEST – PARTNERSHIP

Collecting the West: How Collections Create Western Australia, an Australian Research Council linkage project (2016-2020), is led by The University of Western Australia and Deakin University, with the State Library, Western Australian Museum, Art Gallery of Western Australia and the British Museum as partner organisations.

The project casts new light on the interconnected histories of the State's cultural organisations and collections through a series of forums, exhibitions and publications. This year, work has focused on preparing content for a publication, scheduled to be published by UWA Publishing in late 2020, and on a conference and exhibition marking the culmination of the project in 2021.

A special edition of *Studies in Western Australian History* on Collecting the West was published in June 2020.

Digital materials from the State Library collections will be featured in the content being developed by Collecting the West for the Stan Perron Treasures Gallery in the New Museum of Western Australia.

REFURBISHMENT OF PUBLIC AREAS

The COVID-19 closure to the public provided an opportunity for the State Library to support local businesses to carry out minor refurbishment in several public areas in the State Library building. Wherever possible existing furniture and fittings were repurposed, reused or recovered instead of being replaced. The floor of the State Library's Theatre was replaced using salvaged timber, and fortunately the original supplier of furniture for the building in the 1980s was still available to work on reviving library desks and chairs.

SECTION 3: AGENCY PERFORMANCE

A STATE LIBRARY THAT EMBRACES DIGITAL TRANSFORMATION

Key achievements against the State Library's *Strategic Plan 2018–2022*.

A STATE LIBRARY THAT EMBRACES DIGITAL TRANSFORMATION

- Improve how the community discovers, uses and shares our collections.
- Build community skills to critically evaluate information in an unregulated online world.
- Expand our digital reach, capability, collections and services to the level of our capabilities with traditional collections.

CULTURE WA PORTAL – COLLABORATION

The Culture WA portal was launched in December 2019 and has made digitised items from Western Australian cultural institutions including the State Library, State Records Office, Western Australian Museum and the Art Gallery of Western Australia accessible and searchable online. The website includes over 200,000 items from the State Library's Heritage Collection and images relating to Aboriginal heritage have been among the most accessed to date. culture.wa.gov.au

NATIONAL EDEPOSIT (NED) – PARTNERSHIP

National edeposit (NED), which was officially launched in August 2019, is a collaboration by member libraries of the National and State Libraries Australia (NSLA). This national approach to digital collecting enables publishers to meet their national, state or territory legal deposit obligations by depositing digital publications into a single portal. By doing so, the nation's published digital documentary heritage is collected, preserved and made accessible to current and future generations.

In April 2020, a milestone was reached when the 100,000th Australian legal deposit was made by an Australian publisher to NED. There have been 26,000 deposits or migrations of Western Australian publications by publishers and the State Library since the launch. ned.gov.au

DIGITISATION

Digitisation is the process of converting information from a physical to a digital format. During the year, the State Library continued to digitise significant Western Australian heritage materials to preserve and make them more widely available. Digital objects were created and made available through the Library's catalogue. A total of 35,197 items were digitised for preservation and access.

Significant items digitised included (search for the call number in the Library catalogue):

- Donald and Esther Milnes collection of photographs of Gnowangerup Bible Training Institute. BA3017
- Two handwritten and signed letters from AC/DC's Bon Scott to his friend, Mary Walton, August 1975 and 1977. ACC 10060AD
- Boans department store photographs. BA287
- William Henry Kerslake letters ACC 10086A
- Sketches, photographic proofs and original watercolour paintings for the book *Triggerplants*, by Rica Erickson. ACC 1457AD

ACCESS TO WESTERN AUSTRALIAN NEWSPAPERS ONLINE – PARTNERSHIP

The State Library continued to partner with Australian libraries in a digitisation program to make available all Australian newspapers that are out of copyright (generally newspapers published prior to 1955).

This year, the Library contributed 233 Western Australian newspaper titles (378,499 pages) for digitisation. Newspapers digitised included the *Collie Times* (1935), *Daily Advertiser* (Geraldton, 1890–1893), *Express* (Fremantle 1870–1871), *Kalamunda District Weekly* (1952–1954), *Manjimup and Warren Times* (1927–1954), *Swan and Canning Times* (1927–1928) and *Margaret River News* (1939–1941).

Once digitised the newspapers are available in Trove. trove.nla.gov.au/newspaper

In 2019–2020, there were 4.36 million page views of Western Australian newspaper content in Trove by users based in Western Australia, interstate or overseas.

ABC Radio live broadcast from the State Library | August 2019

PRESERVING AND ACCESSING NETWORKED DOCUMENTARY RESOURCES OF AUSTRALIA (PANDORA) – COLLABORATION

The State Library contributes to PANDORA, Australia's national web archive by identifying, digitally curating and archiving significant Western Australian Internet content. During the year, the Library archived 209 websites representing more than 22 gigabytes of data. PANDORA content is a part of the Australian Web Archive and searchable in Trove.

The Library archived content to contribute to the national Coronavirus (COVID-19) Pandemic and Australia, 2020 – Australian Internet sites at: webarchive.nla.gov.au/collection/17818

Western Australian websites archived included:

- Yinhawangka Aboriginal Corporation slwa.info/yinhawangka
- Astrotourism Western Australian slwa.info/astrotourism
- Community Legal Centres Association (WA) Inc slwa.info/community-legal
- Dying with Dignity Western Australia slwa.info/dying-with-dignity
- Trigg Island Surf Club slwa.info/trigg

ACCESS TO ONLINE ELECTRONIC RESOURCES

The State Library subscribes to a range of online resources that are free to use within the Library building, by Library members at home or on a mobile device. These include *Ebook Central*, *PressReader*, *The West Australian Archive Digital Editions, CSIRO Publishing, Gale Virtual Reference Library, Ancestry Library Edition, Find My Past, Migration to New Worlds, uTalk, Naxos Music Library, Oxford Music Online, ProQuest Central, Story Box Library* and *Busy Things*. A subscription to language learning eresource, *Rosetta Stone*, was added this year.

State Library members downloaded more than 633,000 resources from these databases in 2019–2020, an increase of more than 100 percent from the previous year.

MEDIA ENGAGEMENT

The State Library continued to publicise its work across a number of media channels. Over the past year, this has included traditional and social media outlets. The Library received considerable coverage, including national media, for the 2019 Disrupted Festival of Ideas and the Western Australian Premier's Book Awards, both in July 2019. Other highlights have included the Library's initiatives during COVID-19 and a regular segment on ABC Radio Perth with the Battye Historian, Dr Kate Gregory.

SOCIAL MEDIA ENGAGEMENT

The State Library continued to drive community engagement with its collections, programs and services through social media. This year, the State Library's strategy focused on its Facebook page rather than Instagram and Twitter, achieving significant results, which included:

- Increase in Facebook reach – 5.7 million in 2019–2020 compared to 1 million in 2018–2019.
- Increase in Facebook followers – 24,502 in 2019–2020 compared to 9,540 in 2018–2019. (including 7,624 new followers since the Library closed to the public on 23 March 2020).
- Increase in Facebook engagement – 1.515 million engagements in 2019–2020 compared to 138,400 in 2018–2019.

In May 2019, a member of the State Library's Facebook audience asked a question about the

current location of a suspected graveyard shown in an 1885 panoramic photograph of Wellington Street, Perth. This prompted the Library to research and make available the results online. This led to a series of Western Australian heritage posts linked to digitised items from the Library's collections.

The stories developed were well received and included the history of the Barrack Street Bridge, the tale of T'othersiders, Sandgropers, secession, the public baths of Perth (and the definition of flapdoodling), the Rabbit Proof Fence (including a series on the murderous story of Snowy Rowles), erosion at Cottesloe in 1929 and one that confirmed the location of the Canning Humps.

Small Western Australian towns have been featured on a weekly basis on the Library's Facebook page since June 2019. These posts feature historical facts and photographs from the Library's collection and Facebook users share their memories, pictures, stories and start conversations. The series has resulted in outstanding reach, engagement and a collaboration with ABC Radio Perth which now includes one of the Library's featured small town in their programming.

- facebook.com/statelibrarywa
- twitter.com/statelibrarywa
- instagram.com/statelibrarywa
- facebook.com/slwastorylines
- facebook.com/betterbeginningsslwa

ASK A LIBRARIAN – COLLABORATION

The Ask a Librarian online enquiry service enables patrons to submit their information requests to staff and receive assistance in locating information in the Library's catalogue and collections of online resources. In 2019–2020, the service responded to 2,605 enquiries. The service is delivered in collaboration with other Australian state libraries.

CHAT WITH US

In response to COVID-19, the Library launched a new online chat service called Chat with Us that allows patrons to connect with staff directly from the Library's website. Staff then assist with reference and information enquiries about collections, online resources, the catalogue and other services. Since its launch on 18 May 2020, 377 chats were conducted.

GOVERNMENT ONLINE – ECONNECT SERVICE – PARTNERSHIP

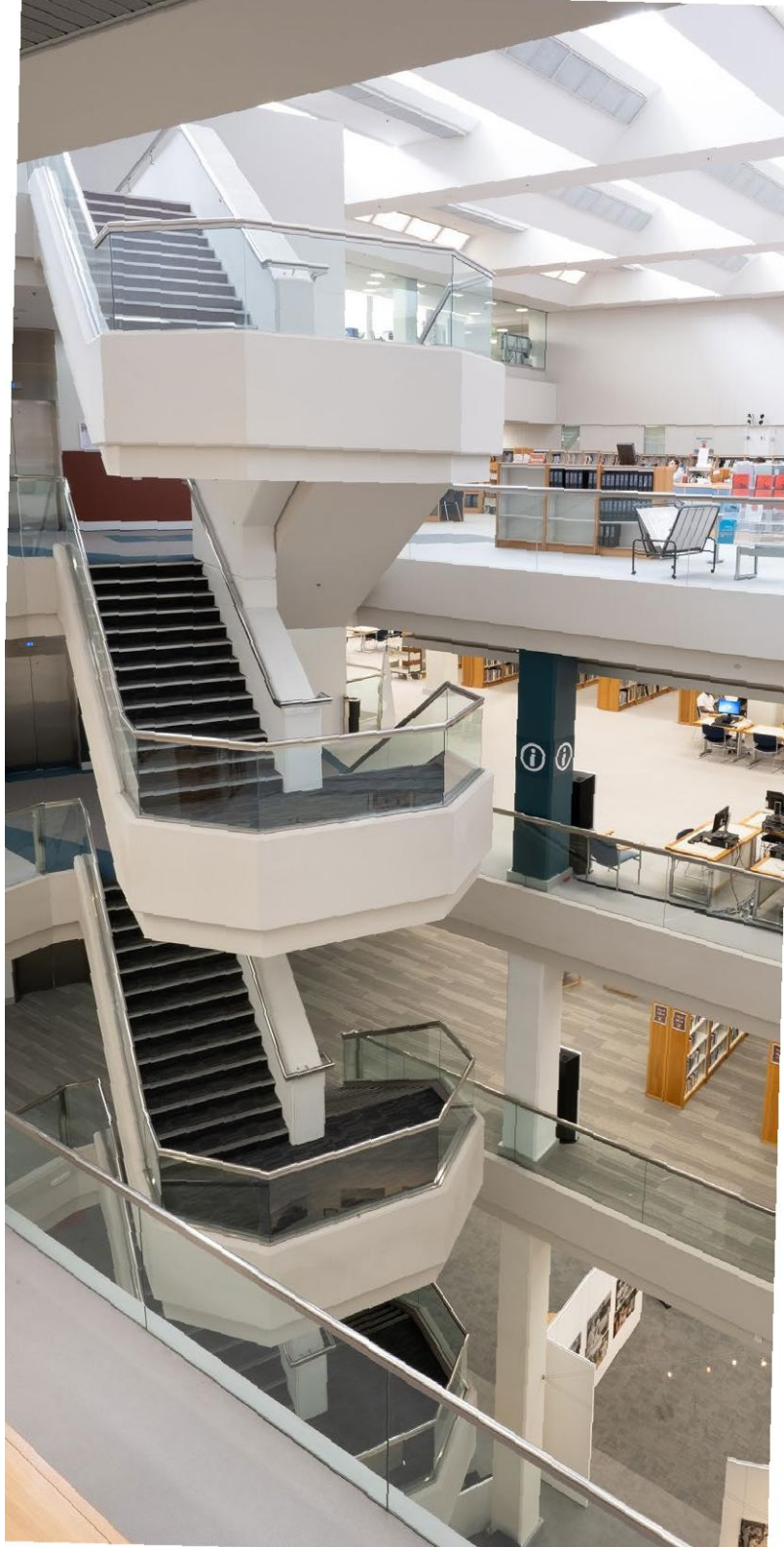
The State Library opened its new eConnect service in June 2020. Aimed at improving digital literacy skills in the community, the service is available to anyone who requires technology or assistance to engage with government services online.

Workshops were held in June 2020, with participants who had recently come to live in Western Australia as refugees. The Australian Red Cross, Total Green Recycling and the Library partnered to offer technology and digital literacy training in Arabic, Chin and Tigrinya.

REDBUBBLE SHOP

The State Library opened an online shop via the Redbubble platform in September 2019, offering items for sale such as notebooks, laptop covers, phone cases, scarves, t-shirts, dresses and mugs that feature images from the Library's collections.

- redbubble.com/people/slwa/shop



SECTION 3: AGENCY PERFORMANCE

A STATE LIBRARY THAT BUILDS SKILLS FOR THE FUTURE

Key achievements against the State Library's *Strategic Plan 2018–2022*.

A STATE LIBRARY THAT BUILDS SKILLS FOR THE FUTURE

- Enable lifelong literacy and learning for all Western Australians.
- Develop our staff to be future focused, flexible and equally capable in traditional and digital environments.
- Reflect Western Australia's diverse communities in our services and staff.

BETTER BEGINNINGS FAMILY LITERACY PROGRAM – PARTNERSHIP

In 2019–2020, the State Library's award-winning Better Beginnings family literacy program continued to extend its reach across Western Australia. Over the program's 16-year history, more than 940,000 families have received reading packs.

This year 27,862 families with newborn babies received yellow reading packs, while green reading packs were distributed to 27,670 families via 960 schools and over 20 childcare centres with a kindergarten program. In addition, 75 local governments participated in the Sing with Me program for families with a two-year-old child and 18,121 Sing with Me packs were distributed across the State.

Other highlights included:

- The appointment of an Indigenous Literacy Project Officer to review and re-establish an early literacy program for Indigenous families.
- The development of three kits to support public libraries to introduce STEM concepts to families with young children. The kits can be borrowed by public libraries and contain resources to deliver three STEM sessions on a range of themes.
- The development of new outreach resources which can be borrowed by public libraries to support programming and events encouraging families to participate in early literacy activities with their child. Resources include a story tent marquee, Spin-A-Story Wheels and two interactive play panels.
- 122 public library staff attended Better Beginnings training, while 98 representatives from the Department of Education, Child and Adolescent Community Health and WA Country Health Service participated in professional development sessions.
- 70 public library staff attended a Better Beginnings early literacy forum in February 2020.

Better Beginnings is funded by the State Library, the Department of Primary Industries and Regional Development, Western Australian local governments and Rio Tinto. The program is delivered in partnership with local governments (through public libraries), Child and Adolescent Community Health, WA Country Health Service and the Department of Education (through child and parent centres). The program's accessibility is supported by the Department of Justice (Corrective Services) and Department of Communities.

LITERACY MATTERS STRATEGY – COLLABORATION

The State Library's literacy strategy, *Literacy Matters*, champions the role of libraries as key partners in early childhood, family and adult literacy acquisition and lifelong development for all Western Australians.

Since its launch in 2017, the Library has progressed the strategy's action plan through the Literacy Alliance.

During the year, support increased for digital literacy skills in the community through a Be Connected program working with six regional libraries to develop Aboriginal digital mentors, and through work with the Department of Justice to develop the literacy needs of prisoners and their families, particularly as they transition out of the prison system. A literacy campaign, in partnership with the WA Police, about the social benefits of reading and literacy practices was promoted in the media and online.

In November 2019, the Minister for Culture and the Arts, the Hon. David Templeman MLA, made a statement in the Legislative Assembly about *Literacy Matters* and the work of the Literacy Alliance.

The phased reopening of the State Library building to the public presented opportunities for collection management and the minor refurbishment of the JS Battye Library of West Australian History | May 2020

SUPPORT FOR THE WESTERN AUSTRALIAN PUBLIC LIBRARY NETWORK – PARTNERSHIP

The State Library provides support to local governments across the State for the provision of public library services. Support included: shelf-ready public library resources in a mix of physical and digital formats, advice and training and software for the management of a State-wide inter library loan service.

During the year 355,947 items (including 306,236 new items) were sent to refresh public library collections throughout Western Australia, including the Indian Ocean Territories. The service ensures that all libraries across the State continue to have a regular supply of new library materials.

In response to the COVID-19 pandemic, all Western Australian public libraries were directed to close from 23 March 2020, with many introducing non-contact services such as click and collect, home delivery of library materials, online technical support, virtual Story Time and Rhyme Time sessions plus online clubs and activities.

The Library worked with the Department of the Premier and Cabinet to produce information specifically for public libraries reopening with a COVID Safety Plan. The Library also hosted online meetings supporting public library staff and a page was created on the Library's website providing easy access to information about what services were available from public libraries across the State.

THE VALUE OF LIBRARIES 2019 REPORT

The State Library commissioned Curtin University's John Curtin Institute of Public Policy to undertake a review of current research supporting the value of public libraries. It found that libraries were in general positively valued, particularly in studies which sought engagement with libraries patrons.

The Value of Libraries 2019 was released in December 2019. More information can be found at slwa.info/curtin

WA PUBLIC LIBRARIES STRATEGY

The State Library continued to lead the implementation of the *WA Public Libraries Strategy*. Released in December 2017, the Strategy aims to establish a shared vision with stakeholders for public library service development in Western Australia.

In May 2019, the Library Board and WALGA State Council endorsed the framework for a new tiered model for public library service delivery. Local governments continue to be consulted in the lead-up to the introduction of the new model in 2020–2021.

State and local governments continue to tailor their public library services to the evolving needs of diverse communities. As part of the State Government's mid-year economic review, it was agreed that existing funds, currently provided via the Library's capital budget allocation (and used to acquire materials on behalf of public libraries), would instead be made available as recurrent funding from 2020–2021 and allocated to local government authorities via a new grants-based process. This represents a significant change in the model after almost 70 years of operation under the *Library Board of Western Australia Act*.

This change is central to the implementation of the new model and will enable the introduction of cash grants from 2021–2022. The cash grants will be available for certain public libraries to promote literacy and learning, digital inclusion, knowledge creation and skill development. As part of this project, the control of public library materials purchased by the Library and held in public libraries has been transferred to the relevant local government. Any public library materials acquired using State Government funding from 1 July 2020, will be provided as an in-kind (notional) grant to local governments.

A new support model for regional and remote public libraries, endorsed by the Library Board and WALGA State Council, was implemented from 1 July 2020. Under this model, grants have been made available for training and professional development and regions for public library service delivery have been realigned with the Western Australian Regional Development boundaries.

During the year, a business case was completed for a single card to allow access to physical and digital materials in all public libraries through a State-wide library membership. Currently, the State Library and local governments use 14 different library management systems with limited interoperability. The recommended solution provides an opportunity for parties to work together to introduce a single card system which removes many of the current barriers to effective and efficient library use for patrons.

The Library continues to work with WALGA to ensure that consultation on the Strategy's implementation aligns with the State and Local Government Partnership Agreement (August 2017) and strengthens this valuable long-standing partnership.

Trends in public library usage

The State Library coordinates the collection of statistical data from all 233 Western Australian public libraries, however data for 2019–2020 will not be available until late 2020. Information gathered for 2018–2019 showed a rise in all counts except for loans of physical items. This decrease is countered by a large increase in the loan (download) of online resources including ebooks, eaudiobooks and emagazines.

	2017–2018	2018–2019	
Loans of physical items	14,025,379	12,933,431	↓
Loans of online resources	1,699,701	2,307,462	↑
Visitors in person and online	13,982,604	14,527,017	↑
Enquiries	1,478,980	1,575,112	↑
Members	848,380	878,458	↑
Number of library programs offered to patrons	31,750	39,792	↑
Number of patrons attending programs	635,765	682,869	↑

Loans of physical items and memberships are no longer the main indicators of public library usage. Many patrons visit or use the services of the public library for purposes other than borrowing library materials, such as library programs and events for children and adults, studying and accessing the Internet.

In addition, with the availability of online resources at home and via mobile devices, many public library patrons chose to visit their public library online rather than in person with a 36 percent increase in the loans of online resources by public library members between 2017–2018 and 2018–2019.

↑ *The reopening of the State Library to the public on 18 May 2020 under a COVID Safety Plan meant for the first time in the Library's 131 year history attendance records were kept. Capture of attendance records ceased with the introduction of Phase 4 restrictions in June 2020.*

PUBLIC LIBRARY ONLINE RESOURCES

The State Library works with public libraries to make consortia licence arrangements for access to popular online resources including ebooks, eaudiobooks, emagazines and streaming videos. Digital platforms including *OverDrive, BorrowBox, RBdigital* and *Kanopy* are made available to all Western Australian public library members with access to over 90,000 titles, with new content regularly selected by public librarians. The State Library worked with public library staff to make additional titles available during the COVID-19 pandemic.

The use of online resources continues to increase, and the COVID-19 pandemic meant that with library buildings closed and most physical loan services suspended, thousands of Western Australians turned to online resources for research, education and recreation. During the year, loans (downloads) of ebooks increased 17 percent from the previous year. Loans of eaudiobooks increased 36 percent.

Downloads of emagazines appeared to have plateaued before COVID-19. Generously, RBDigital, the vendor for these online resources increased the range of titles available to Western Australians from 300 to 3,800 titles, including many magazines in languages other than English. This led to a 19 percent increase in the download of emagazines. Demand for the increased range of titles was

While the State Library was closed to the public and many people were in home isolation, more than 2,000 Mystery Boxes of ex-public library materials were distributed to entertain families | April 2020

demonstrated with more than 3,000 different magazine titles accessed leading the State Library and public libraries to make the full range of titles available in the future. Downloads of streaming films increased 65 percent. Overall, there were more than 2.3 million eresource loans this year, an increase of 8 percent from 2018–2019. Loans of online resources now account for more than 13 percent of all loans from public libraries across the State. While use of online resources has decreased from their peak in April 2020, when many Western Australians were in self-isolation, it appears that many Western Australians are now regular users of these online public library resources.

The popular *Ancestry Library Edition* family history database is normally available free through any of the State's 233 public library locations. During the COVID-19 pandemic, the vendor for this online resource made available access from home for any member of a Western Australian public library or the State Library. This led to a 400 percent increase in searches on the database for the month of April 2020 (compared to January 2020). *Story Box Library* and *Busy Things* online educational resources were also made available to public library members for free. Downloads from these databases increased 92 percent from 2018–2019.

The willingness of online resource vendors to respond to the quickly changing COVID-19 pandemic is gratefully acknowledged by the State Library. In addition, the Library recognises Books Create Australia, the collaboration between the Australian Booksellers Association (ABA), the Australian Library and Information Association (ALIA), the Australian Publishers Association (APA) and the Australian Society of Authors (ASA) for the special arrangement for virtual library story times to be held during COVID-19 without requirements for copyright permission to be sought.

INTER LIBRARY LOANS

Inter library loans are recognised as an important supplement, but not replacement for, collection development practices to meet the reading and information needs of local communities. Western Australian libraries share materials across the State, according to the *Inter Library Loans Code of Practice* introduced in 2018: adult fiction and non-fiction, junior, young adult and audio titles over 12 months old, can be loaned between libraries, while materials under 12 months old cannot.

There are exceptions to these rules for library members with special needs, including people with disabilities requiring particular formats, for access to material in languages other than English for members from culturally and linguistically diverse backgrounds and for members of libraries in non-metropolitan areas serving a community of less than 1,000 people. The *Code of Practice* was reviewed with input from Western Australian public libraries and members of the community. Based on this review, the *Code* was revised and made available to libraries in September 2019.

Library closures due to the COVID-19 pandemic had an impact on inter library loans due to staff not being available in some libraries to process requests. The State Library continued to deliver items requested by its members via Australia Post ensuring, where possible, that patrons were able to access materials according to their needs. In 2019–2020 there were

51,621 inter library loans, compared to 64,301 in the previous year.

TRAINING FOR PUBLIC LIBRARY STAFF

The State Library provides training for public library staff via an online learning platform. With the implementation of a new model to support public libraries, a course was developed for staff working in the State's smallest libraries. Sixteen online courses were available for library officers with 240 local government staff completing these during the year. In addition, an online help desk handled 1,500 queries from library staff in 2019–2020.

PUBLIC LIBRARY SERVICE DELIVERY MODELS

State Library staff worked with the City of Port Hedland to consider options for future library services to their community, leading to the Port Hedland Library moving into a new shopping centre location.

VISABILITY – PARTNERSHIP

The State Library continued its long-time partnership with VisAbility, to provide library services for people who are blind, vision impaired or who have a print disability. The service makes books and published titles accessible to individuals in their preferred format, such as talking books, Braille or large print. VisAbility also has a large digital library for people with a print disability that is available directly from VisAbility or via the Western Australian public library network.

SHARED REFERENCE SERVICES WITH THE STATE RECORDS OFFICE OF WESTERN AUSTRALIA

During the year, work commenced on a shared service area for the State Library and State Records Office within the JS Battye Library of West Australian History on the third floor of the Library building. This shared service will involve the incorporation of access to State Archive records and the co-location of reference desks in the Battye Library. The project to merge the services was interrupted by the COVID-19 pandemic and is now due for completion in July 2020.

LEARNING ENGLISH THROUGH STORY TIME

Learning English Through Story Time (LETS) sessions continued to be well attended by families from countries who now call Western Australia home. Parents, carers and their children attended weekly sessions to expand their English language skills through engagement in songs, stories and activities.

The sessions develop home literacy practices that parents or carers can use to assist children prepare for school. During Term Three 2019, 10 families attended eight weeks of LETS sessions. Feedback showed that the program improved the confidence of adults and children in their care to speak and understand English. Ten families registered for Term One 2020, but only three sessions were held due to the Library's closure in response to COVID-19.

LET'S TALK ENGLISH CONVERSATION GROUPS

The Let's Talk English program for adults whose first language is not English continued to be popular. The small, informal chat-based sessions, led by a trained facilitator and supported by volunteer chatters, supported attendees in building their confidence, learning new words and to practice speaking English. The groups were held twice a week in the Library, with an average of 15 attendees per session. Due to the Library's closure in response to COVID-19, these sessions were moved to a weekly online format.

NATIONAL AND STATE LIBRARIES AUSTRALIA – PARTNERSHIP

National and State Libraries Australia (NSLA) is a leading library sector collaboration delivering value for the people of Australia. The nine member libraries representing the national, state and territory libraries of Australia are committed to achieving more by working together.

The Hon. David Templeman MLA, Minister for Culture and the Arts, reading Rodney Loses It! by Michael Gerard Bauer and Chrissie Krebs, for Better Beginnings at Home | April 2020

Since 2007, NSLA has undertaken an extensive program of activity to maximise the benefits of this partnership. Member libraries share strategic thinking, expertise and specialist solutions to increase productivity and achieve better outcomes.

The State Library continues to allocate staff resources to participate in all NSLA working groups and communities of practice. The major focus for NSLA libraries in 2019–2020 was the roll out of cultural competency training for all staff and making the national electronic publication deposit system, NED, business as usual for creators, publishers and

Celebrating super families at the launch of the Super Power Kids exhibition | October 2019

legal deposit libraries.

The State Library contributed to the following NSLA groups:

- The **Culturally Safe Libraries Working Group** leads a shared approach to strengthening Indigenous cultural competency for library staff. In 2019–2020, the Culturally Safe Libraries Project continued to be a focus for NSLA with the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS) CORE Cultural learning online training rolled out to 1,565 staff registered to commence training by May 2020 including 150 staff from the State Library. A total of 207 staff completed the training, including 25 staff from the State Library. It is planned to have all State Library staff complete the training by late 2020. Due to COVID-19, Indigenous collections workshops were postponed and online resources for library and GLAM sector staff were launched in June 2020. Videos were produced by Indigenous and non-Indigenous staff in all NSLA libraries and a plain language introduction was written for a set of protocols developed by the Aboriginal and Torres Strait Islander Library and Information Resource Network for libraries, archives and information services.
- The **eResources Consortium** secures access to commercial electronic databases for NSLA libraries, aiming to simplify and improve licencing arrangements, maximise efficiency, innovation and sustainability, and look at making databases more widely available to all Australians especially during COVID-19. During 2019–2020, the State Library made available 26 subscriptions from 16 vendors via the Consortium. In response to COVID-19, consortia members worked with vendors to offer at home access to many online resources.
- The **Digital Preservation Community of Practice** continues to support professional development through sharing knowledge and information. In April 2020, NSLA joined the Digital Preservation Coalition, an international advocate for digital preservation good practices and standards, training and workforce development. As members, NSLA will engage with digital preservation practitioners across the southern hemisphere and support the Australasian digital preservation community.
- The **Visitor Experience Network** shares information about trends and issues relating to library service delivery across the country. During COVID-19 closures and then the reopening of libraries, the Network shared ideas and experiences of continuing to service communities online and in person.
- The **Literacy and Learning Network** explores the role of libraries in lifelong learning with discussions ranging from early years literacy and adult literacy to evaluation and adaption of library programming for current educational trends.
- The **Digital Archives Network** shares specialist knowledge and insights to foster innovation and a sense of community in digital collecting and digitisation practice. Discussion and consultation facilitated an informed and comprehensive approach to collecting COVID-19 resources and information in NLSA libraries.
- The **Copyright Community of Practice** continues to share knowledge regarding the impact of copyright legislation on library collections and practices. The group aims to

ensure consistent information is available to library patrons across Australia regarding their rights to use and reuse materials in library collections under the *Copyright Act 1968*.

- The **Corporate Services** group shares knowledge and issues common to State and Territory libraries; a representative from the National Library of New Zealand is also part of this group. Issues include; workforce planning, resource management, compliance, reporting and budgeting.
- The **Heads of Collections** group shares knowledge, advice and insights relating to many collection management issues and trends. Throughout 2019–2020 the group worked together to explore common threads and State and Territory specific considerations in collection development policies and web archiving.
- The **National edeposit (NED) Steering Group** oversees the development of NED and the work of the NED Operational Group. In 2019–2020 the group worked together to identify key areas for enhancement and will continue this work in 2020–2021.

More information about NSLA can be found at nsla.org.au

The State Library acquired a collection of 270 posters from Connections Night Club, the longest running LGBT+ night club in the southern hemisphere. The posters are for performances from the 1970s to the present day | November 2019

ACCESS TO AUSTRALIAN STANDARDS

Many Australian Standards are written into federal, state and local government legislation and often community-wide access to them is required for enterprise, innovation, health and wellbeing. The State Library and NSLA partners have a long history of negotiating with Standards Australia and its distribution partners for equitable access to Australian Standards to the community at a reasonable cost to libraries. This has led to Australian Standards not being available to the public from the State Library (and other national, state and territory libraries across Australia) since 2018.

During the year, State Library staff participated in public consultation instigated by Standards Australia around better access to Australian Standards.

Separately, NSLA libraries rejected access proposals from Standards Australia distribution partners on the grounds of equity of access (to the public) at a reasonable cost (to libraries). The closure of national, state and territory library buildings in response to the COVID-19 pandemic highlighted the need for remote access to Australian Standards for community members from their homes.

- As detailed throughout this report, the COVID-19 pandemic had a significant impact on the agency, staff, its partnerships and collaborations and most importantly, the community it serves. The State Library building was closed to the public for 56 days, meaning Library staff had to focus its collections and service offerings online and to innovate to provide information to a community that was largely in self isolation. These changes impacted the agency's ability to meet its budget targets and key performance indicators while fulfilling its strategic objectives.
- As part of the implementation of the *WA Public Libraries Strategy*, the Library Board is leading the introduction of a new model to better support public library service delivery in the State. Following endorsement of a framework for a new tiered model by both State and local government stakeholders in 2019, implementation has progressed well and will continue through 2020–2021. Central to this has been the transfer of control of existing public library materials from State to local governments and the development of a cash and notional (in-kind) grants process for the allocation of annual State Government funding that is not limited to the purchase of physical library stock, but could be used for technological infrastructure, innovative programs and services or other defined priorities. These changes will enable future flexibility in how local government receives support from the State Government and drive new and innovative service offerings for the community.
- To meet growing community demand for access to information in digital format, the State Library is increasing its capacity to collect, create and manage digital format materials and skill its workforce accordingly. There is a pressing need for a digital preservation management system to store, preserve and make accessible these digital materials for future generations.
- With over one million people visiting the Library building in person each year, the State Library is focussed on ensuring visitors are met with contemporary, attractive, functional and accessible spaces that showcase the State's heritage document collections and library services. During the year minor works were undertaken to paint and re-carpet some public areas in the building and to reconfigure the information service point in the JS Battye Library of West Australian History to offer the public a single point of access to the State Heritage Collection (State Library) and the State Archives (State Records Office of Western Australia).

SECTION 5: DISCLOSURES AND LEGAL COMPLIANCE

MINISTERIAL DIRECTIVES

No Ministerial directives were received during the year.

OTHER FINANCIAL DISCLOSURES

Pricing policies of services provided

All fees and charges are reviewed annually according to approved methodologies and adjusted in line with Department of Treasury advice. Fees and charges for services provided and for venue and equipment hire are available on the Library's website slwa.wa.gov.au/our-services/fees-charges

Capital works expenditure summary

Capital expenditure in 2019–2020 totalled $9.289 million against a total revised budget of $9.692 million.

Capital funds were predominantly spent on acquiring public library, general reference and heritage materials.

Capital Works Funding Allocations 2019–2020	
Library materials funding	$9,642,000
Approved carry-overs from 2018–2019	($50,000)
Total 2019–2020 Capital Works Funding (Revised Budget)	**$9,692,000**
Capital Works Expenditure	
2019–2020 capital expenditure	$9,288,831
Funds Remaining:	
Library materials carry-forward	$403,169
Total Funds Remaining	**$403,169**
Total 2019–2020 Capital Works Revised Budget	**$9,692,000**

The library materials underspend of $403,169 is due to an underspend in public library materials acquisitions ($17,063) and an underspend in general reference and heritage materials acquisitions ($386,106). The latter underspend largely arose because of the inherent difficulties in planning for the purchase of Western Australian heritage materials that do not come to market on a predictable basis and prices paid vary significantly according to market conditions and the materials available.

Approval to carry-forward the underspend will be sought from the Department of Treasury. Without the carry-forward, the Library Board's ability to meet its obligations to acquire Western Australian heritage and other materials for the benefit of the State and the people of Western Australia would be significantly impacted.

Employment and industrial relations

The full time equivalent (FTE) staffing as at 30 June 2020 was 139.49 compared to 123.47 for the previous financial year.

Employment Category	**Women**			**Men**			**Total**		
	2018	**2019**	**2020**	**2018**	**2019**	**2020**	**2018**	**2019**	**2020**
Permanent, Full-Time	63	50	**56**	40	29	**28**	103	79	**84**
Permanent, Part-Time	49	53	**48**	2	9	**8**	51	62	**56**
Fixed Term, Full-Time	6	3	**9**	3	0	**2**	9	3	**11**
Fixed Term, Part-Time	7	2	**12**	3	0	**3**	10	2	**15**
Casual paid on 30 June	0	0	**0**	0	0	**0**	0	0	**0**
Other	0	2	**0**	1	1	**0**	1	3	**0**
Total Headcount	125	110	**125**	49	39	**41**	174	149	**166**

Staff development

The State Library is committed to staff development and during the year employees across the agency attended various professional development opportunities relevant to their role.

The State Library is participating in the Culturally Safe Libraries Program run by NSLA libraries from 2019–2021. As part of this program all staff are required to complete online foundation training that is aimed at transforming the standard of Aboriginal and Torres Strait Islander cultural competency throughout the agency. During the year, staff completed more than 40,000 minutes of this training.

In March 2020, the State Library rolled out an online learning and development platform with courses progressively released to staff. The following courses are currently available to staff:

- Accountable and Ethical Decision Making;
- Corporate Induction for State Library staff;
- Emergency Procedures; and
- Workplace Health and Safety.

Training opportunities for community members

The State Library is committed to providing opportunities for people to gain skills and work opportunities with the agency. In 2019–2020 the Library hosted a school-based trainee, provided project-based placements for nine university students and four TAFE students and work experience for two high-school students. Demonstrating that these opportunities are a pathway to employment, the 2018–2019 school-based trainee is now working in a fulltime position at the Library.

Workers compensation

One claim for compensation was lodged in 2019–2020. This compares with two claims recorded in 2018–2019.

GOVERNANCE DISCLOSURES

Insurance

Insurance premiums were paid to indemnify any director against a liability incurred under sections 13 and 14 of the *Statutory Corporations (Liability of Directors) Act 1996*. The amount paid for Directors and Officers liability insurance for the period 11 November 2019 to 11 November 2020 was $5,741.29.

Board and Committee remuneration

Board members received no remuneration and the Library Board is not listed on the Register of Government Boards and Committees published by the Department of Premier and Cabinet.

OTHER LEGAL REQUIREMENTS

Act of Grace payments

The State Library made no Act of Grace payments under Section 80 of the *Financial Management Act 2006* in 2019–2020.

Unauthorised use of credit cards

State Library staff hold corporate credit cards where their functions warrant usage of this facility. Cardholders are reminded of their obligations under the Department's *Purchasing Card Policy*. There were no instances of unauthorised use for the financial year.

Advertising

In accordance with section 175ZE of the *Electoral Act 1907*, the State Library incurred the following expenditure in media and recruitment advertising.

Total expenditure for 2019–2020 was $2,530.82.

Expenditure was incurred in the following areas:

Advertising agencies	Nil
Market research organisations	Nil
Polling organisations	Nil
Direct mail organisations	Nil
Media advertising organisations	$60.40
State Law Publisher	$60.40
Recruitment advertising	$2,470.42
Australian Library and Information Association	$2,140.00
Initiative Media	$330.42

Disability Access and Inclusion Plan

The following is a report against the outcomes of the Library's *Disability Access and Inclusion Plan (DAIP) 2019–2023*. The State Library works with the State Records Office to implement a plan to develop facilities, collections and services for people with disabilities.

Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the State Library of Western and the State Records Office of Western Australia.

- Access requirements are considered when planning all functions and events conducted by the Library. Auslan interpreters were used for some sessions of the State Library's Disrupted Festival of Ideas 2019. Sessions were also available online.
- Access information is included on the State Library website and the *What's On* printed guide.
- The State Library partnered with Kalparrin and the AWESOME Festival, to present an exhibition – Super Power Kids – showcasing the stories of 33 Western Australian children living with disabilities. Photographs and video by award-winning artists, Rachel Callander and Nathan Maddigan, were presented alongside stories about each child's unique superpower. Kalparrin is a not-for-profit organisation that provides information and access to practical and emotional support to families and carers of children with additional needs.
- The State Government through the State Library continues to provide funding to VisAbility for the provision of a public library service to members of the community that have a print disability.

- The State Library's Better Beginnings family literacy program supports parents in reading to children to build early literacy development. Better Beginnings provides resources specifically for families with parents and / or children with disabilities including Braille and audio versions. Packs were also provided to VisAbility and Perth Children's Hospital for use by Occupational Therapists working directly with families. Lending kits that model using resources from around the home to create sensory aspects to picture books are also available for families to borrow for free from their public library.
- The Better Beginnings at Home Story Time series, which commenced during COVID-19, featured videos with captions and were made available on YouTube. A session was recorded with Auslan interpreters in June 2020.

Outcome 2: People with disabilities have the same opportunities as other people to access the buildings and other facilities of the State Library of Western Australia and the State Records Office of Western Australia.

- The State Library makes available materials suitable for people with disabilities in the State-wide public library collection. Materials available in the State's 233 public libraries include: large print books, DVDs and audio books. All Western Australian public library members are also able to access 90,000 ebooks, eaudiobooks and 3,800 emagazine titles. Access is free to anyone that has an Internet connection and a smartphone, tablet or personal computer. A free streaming service for films is also available. Most online resources are available in formats suitable for people with disabilities.
- The State Library's website was updated with accessibility information.

Outcome 3: People with disabilities receive information in a format that will enable them to access that information as readily as other people are able to access it.

- Alternative formats for publications and information are available on request.
- The State Library offers an online Ask a Librarian and a Chat with Us service (launched May 2020) for people who cannot visit the Library in person or who have trouble with verbal communication or hearing. These services are free.

Outcome 4: People with disabilities receive the same level and quality of service from the staff of the State Library of Western Australia and the State Records Office of Western Australia as other people receive from the staff of the State Library of Western Australia and State Records Office of Western Australia.

- Meetings were held to brief staff about the new State Library and State Records Office DAIP 2019–2023.
- A DAIP Committee was established to guide the work of the agencies in fulfilling planned outcomes for people with disabilities.
- An online training course has been developed for all staff as an introduction to engaging with people with disabilities, including patrons of the State Library and colleagues they work with.
- Evacuation training and procedures include information for dealing with patrons and staff with disabilities.

Outcome 5: People with disabilities have the same opportunities as other people to make complaints to the State Library of Western Australia or the State Records Office of Western Australia.

- There are a number of mechanisms for patrons to make complaints – online and paper-based. There are no special provisions for people with disabilities to make a complaint. Staff are instructed to assist a patron making a complaint if requested.

Outcome 6: People with disabilities have the same opportunities as other people to participate in any public consultation by the State Library of Western Australia or the State Records Office of Western Australia.

- No public consultation was carried out in 2019–2020.

Outcome 7: People with disabilities have the same opportunities as other people to obtain and maintain employment with the State Library of Western Australia or the State Records Office of Western Australia.

- Tailored to an individual's specific support needs, reasonable workplace adjustments are made to accommodate staff and volunteers who identify as having a disability.
- The State Library has contracted the Spine and Limb Association to manage the discard of public library materials. Approximately 300,000 materials are discarded from public libraries each year. This contract provides meaningful employment to people with disabilities.
- The State Library has a contract with Activ to prepare Better Beginnings packs for distribution to families across the State. This contract provides meaningful employment to people with disabilities.

Compliance with public sector standards and ethical codes

The Department of Local Government, Sport and Cultural Industries (DLGSC) worked with the culture and the arts portfolio agencies, including the State Library, to ensure that legislative and public sector compliance was achieved. The DLGSC Human Resources team provided services to the State Library to support its specific workplace needs, including the development and implementation of

human resource policies, industrial relations advice and the provision of payroll services.

Library staff are provided access to the human resources policies, procedures and guidelines that govern their employment.

The Library continued to promote accountable and ethical business practice by:

- requiring new staff to complete Accountable and Ethical Decision-Making training; and
- communicating the agency's *Code of Conduct*.

In 2019–2020, the State Library recorded:

- no breaches of the Public Sector Standards in Human Resource Management;
- one breach of the *Public Sector Code of Ethics* or the agency's *Code of Conduct*;
- no formal grievances;
- no incidence of misconduct; and
- no Public Interest Disclosures.

Recordkeeping Plan

During 2019–2020, staff continued to receive assistance with recordkeeping requirements and guidance in using the functionality of the records management software and database.

Freedom of Information

Under Schedule 2 of the *Freedom of Information Regulations 1993*, the Department of Local Government, Sport and Cultural Industries manages all applications for access to State Library corporate documents and information.

During the year, the Library provided documents and information for access decisions to be made by the Department on two access applications. No applications to review these decisions were received.

GOVERNMENT POLICY REQUIREMENTS

Substantive equality

The Library is committed to the elimination of systemic discrimination from all its policies, practices and services. As one of the State's most visited cultural institutions, patrons come from diverse backgrounds and strategies are in place to ensure that anyone can understand and access the agency's services. Some examples of initiatives include the Better Beginnings program for Aboriginal families and participation as a host agency in the Public Sector Commission's Aboriginal Traineeship and School-based Youth programs.

Occupational safety, health and injury management

The State Library operates under the Department of Local Government, Sport and Cultural Industries' Occupational Safety and Health Policy and the State Library's Management Commitment Statement. The Library's senior management is committed to ensuring that all employees, patrons and contractors are safe from injuries and risks to health while they are at work or visiting the Library building. They accept that employee and patron health and safety is primarily a responsibility of management. Specific policies, work practices and procedures compliant with the *Occupational Safety and Health Act 1984* have been developed to address hazards and hazardous work processes in the workplace.

Results, targets and commentary for State Library of Western Australia 2019–2020

	Results 2018–2019	Results 2019–2020	Targets	Comments towards targets
Number of fatalities	0	0	0	Target Achieved
Lost time injury and /or disease (LTI/D) incidence	0.0	0.0	0 or 10% reduction in incidence rate	Target Achieved
Lost time injury and / or disease (LTI/D) severity rate	0	0	0 or 10% reduction in severity rate	Target Achieved
Percentage of injured workers returned to work within (i) 3 weeks and (ii) 26 weeks	(i) 100%	(i) 100%	Greater than or equal to 80% return to work within 26 weeks	Target Achieved

Government building training policy

No contracts subject to this policy were awarded during the year.

Risk management

The Library Board has oversight of risk management at the State Library through the Board's Audit and Risk Management Committee. Recommendations from an audit of the Library's Risk Management Framework continued to be actioned. The formal review of the Operational Risk Register by Directorates was approved in May 2020 and treatment action plans are being developed and implemented. The Strategic Risk Register will be reviewed in 2020–2021.

The State Library reviewed and activated its Pandemic Plan in February 2020

in response to the emerging COVID-19 pandemic. The early activation allowed for planning for communications and human resource requirements to be in place for staff and for stocks of consumables like hand sanitiser and face masks to be procured. A Pandemic Team was established comprising of Directors and representatives from communications, human resources, ICT and policy areas. The team met daily, then as required, as the agency's COVID-19 response evolved.

Detailed risk assessments were carried out in preparation for services delivered during the COVID-19 closure and the Library's reopening to the public on 18 May 2020, to ensure controls were in line with the Library's *COVID Safety Plan* and Government directions and advice.

Internal audit

In compliance with Section 53(1)(d) of the *Financial Management Act 2006* and *Treasurer's Instruction 1201*, the Library Board has established and is maintaining an effective internal audit function to improve governance, risk management and internal controls within the agency. The role of the internal audit is contained in the *Audit and Risk Charter* as endorsed by the Audit and Risk Management Committee and approved by the Library Board. To fully comply with revised *Treasurer's Instruction1201(3)*, the Committee is independently chaired by a suitably qualified person who is not employed by the State Library.

The Library's internal audit function, in conjunction with the Department of Local Government, Sport and Cultural Industries' internal audit function, has completed planned and ad hoc audits. Meaningful and practical audit recommendations were made in several areas including the acquisition of public library stock, Library collection stocktakes and valuation processes, staff time recording and leave management and ongoing compliance with State Supply Policies. Management has adopted all, and since implemented most, of the audit recommendations.

Integrity

In December 2019, the Public Sector Commission released its *Integrity Strategy for WA Public Authorities 2020–2023*. The State Library and State Records Office have committed to implementing the Strategy to guarantee services represent exceptional public value, operate with integrity and ensure high community confidence is maintained.

While the primary responsibility for operating with integrity lies with leaders and individuals in public authorities, the agency must have a clear, focused and consistent approach to integrity which aligns to the Strategy. In May 2020, an Integrity Leadership Group was established. Over the next 12 months, the Group will identify, oversee and evaluate key initiatives and activities delivered through the Integrity Review Project, which commenced in April 2020.

The Project aims to increase awareness of integrity, strengthen policy and process and staff understanding of their responsibilities to prevent misconduct. Initiatives will focus on communicating, promoting and maintaining a culture of integrity across the agency.

Dusting books on Battye Library shelves in 1966. This year, COVID-19 gave the Library an opportunity to clean collections and shelving. 7622B/93

State Library
OF WESTERN AUSTRALIA

SECTION 6

Financial Statements

2019
2020

THE LIBRARY BOARD OF WESTERN AUSTRALIA

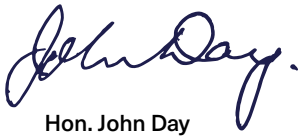
Certification of Financial Statements

FOR THE REPORTING PERIOD ENDED 30 JUNE 2020

The accompanying financial statements of the Library Board of Western Australia have been prepared in compliance with the provisions of the *Financial Management Act 2006* from proper accounts and records to present fairly the financial transactions for the reporting period ended 30 June 2020 and the financial position as at 30 June 2020.

At the date of signing we are not aware of any circumstances which would render the particulars included within the financial statements misleading or inaccurate.

James Dew
Chief Finance Officer
3 September 2020



Hon. John Day
Chairman
Library Board of Western Australia
3 September 2020

Anne Banks-McAllister AM
Member
Library Board of Western Australia
3 September 2020

Independent Audit Opinion

Auditor General

INDEPENDENT AUDITOR'S REPORT

To the Parliament of Western Australia

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Report on the financial statements

Opinion
I have audited the financial statements of The Library Board of Western Australia which comprise the Statement of Financial Position as at 30 June 2020, the Statement of Comprehensive Income, Statement of Changes in Equity, Statement of Cash Flows and the Summary of Consolidated Account Appropriations for the year then ended, and Notes comprising a summary of significant accounting policies and other explanatory information.

In my opinion, the financial statements are based on proper accounts and present fairly, in all material respects, the operating results and cash flows of The Library Board of Western Australia for the year ended 30 June 2020 and the financial position at the end of that period. They are in accordance with Australian Accounting Standards, the *Financial Management Act 2006* and the Treasurer's Instructions.

Basis for opinion
I conducted my audit in accordance with the Australian Auditing Standards. My responsibilities under those standards are further described in the Auditor's Responsibility for the Audit of the Financial Statements section of my report. I am independent of the Board in accordance with the *Auditor General Act 2006* and the relevant ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial statements. I have also fulfilled my other ethical responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Responsibility of the Board for the financial statements
The Board is responsible for keeping proper accounts, and the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards, the *Financial Management Act 2006* and the Treasurer's Instructions, and for such internal control as the Board determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Board is responsible for assessing the entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Western Australian Government has made policy or funding decisions affecting the continued existence of the Board.

Auditor's responsibility for the audit of the financial statements
As required by the *Auditor General Act 2006*, my responsibility is to express an opinion on the financial statements. The objectives of my audit are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists.

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Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

A further description of my responsibilities for the audit of the financial statements is located on the Auditing and Assurance Standards Board website at https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of my auditor's report.

Report on controls

Opinion
I have undertaken a reasonable assurance engagement on the design and implementation of controls exercised by The Library Board of Western Australia. The controls exercised by the Board are those policies and procedures established by the Board to ensure that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions (the overall control objectives).

My opinion has been formed on the basis of the matters outlined in this report.

In my opinion, in all material respects, the controls exercised by The Library Board of Western Australia are sufficiently adequate to provide reasonable assurance that the receipt, expenditure and investment of money, the acquisition and disposal of property and the incurring of liabilities have been in accordance with legislative provisions during the year ended 30 June 2020.

The Board's responsibilities
The Board is responsible for designing, implementing and maintaining controls to ensure that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities are in accordance with the *Financial Management Act 2006*, the Treasurer's Instructions and other relevant written law.

Auditor General's responsibilities
As required by the *Auditor General Act 2006*, my responsibility as an assurance practitioner is to express an opinion on the suitability of the design of the controls to achieve the overall control objectives and the implementation of the controls as designed. I conducted my engagement in accordance with Standard on Assurance Engagements ASAE 3150 *Assurance Engagements on Controls* issued by the Australian Auditing and Assurance Standards Board. That standard requires that I comply with relevant ethical requirements and plan and perform my procedures to obtain reasonable assurance about whether, in all material respects, the controls are suitably designed to achieve the overall control objectives and were implemented as designed.

An assurance engagement to report on the design and implementation of controls involves performing procedures to obtain evidence about the suitability of the design of controls to achieve the overall control objectives and the implementation of those controls. The procedures selected depend on my judgement, including the assessment of the risks that controls are not suitably designed or implemented as designed. My procedures included testing the implementation of those controls that I consider necessary to achieve the overall control objectives.

I believe that the evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Independent Audit Opinion

Limitations of controls
Because of the inherent limitations of any internal control structure, it is possible that, even if the controls are suitably designed and implemented as designed, once the controls are in operation, the overall control objectives may not be achieved so that fraud, error, or non-compliance with laws and regulations may occur and not be detected. Any projection of the outcome of the evaluation of the suitability of the design of controls to future periods is subject to the risk that the controls may become unsuitable because of changes in conditions.

Report on the key performance indicators

Opinion
I have undertaken a reasonable assurance engagement on the key performance indicators of The Library Board of Western Australia for the year ended 30 June 2020. The key performance indicators are the Under Treasurer-approved key effectiveness indicators and key efficiency indicators that provide performance information about achieving outcomes and delivering services.

In my opinion, in all material respects, the key performance indicators of The Library Board of Western Australia are relevant and appropriate to assist users to assess the agency's performance and fairly represent indicated performance for the year ended 30 June 2020.

The Board's responsibility for the key performance indicators
The Board is responsible for the preparation and fair presentation of the key performance indicators in accordance with the *Financial Management Act 2006* and the Treasurer's Instructions and for such internal control as the Board determines necessary to enable the preparation of key performance indicators that are free from material misstatement, whether due to fraud or error.

In preparing the key performance indicators, the Board is responsible for identifying key performance indicators that are relevant and appropriate, having regard to their purpose in accordance with Treasurer's Instruction 904 *Key Performance Indicators*.

Auditor General's responsibility
As required by the *Auditor General Act 2006*, my responsibility as an assurance practitioner is to express an opinion on the key performance indicators. The objectives of my engagement are to obtain reasonable assurance about whether the key performance indicators are relevant and appropriate to assist users to assess the entity's performance and whether the key performance indicators are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. I conducted my engagement in accordance with Standard on Assurance Engagements ASAE 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* issued by the Australian Auditing and Assurance Standards Board. That standard requires that I comply with relevant ethical requirements relating to assurance engagements.

An assurance engagement involves performing procedures to obtain evidence about the amounts and disclosures in the key performance indicators. It also involves evaluating the relevance and appropriateness of the key performance indicators against the criteria and guidance in Treasurer's Instruction 904 for measuring the extent of outcome achievement and the efficiency of service delivery. The procedures selected depend on my judgement, including the assessment of the risks of material misstatement of the key performance indicators. In making these risk assessments I obtain an understanding of internal control relevant to the engagement in order to design procedures that are appropriate in the circumstances.

I believe that the evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

My independence and quality control relating to the reports on controls and key performance indicators
I have complied with the independence requirements of the *Auditor General Act 2006* and the relevant ethical requirements relating to assurance engagements. In accordance with ASQC 1 *Quality Control for Firms that Perform Audits and Reviews of Financial Reports and Other Financial Information, and Other Assurance Engagements*, the Office of the Auditor General maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Matters relating to the electronic publication of the audited financial statements and key performance indicators
This auditor's report relates to the financial statements and key performance indicators of The Library Board of Western Australia for the year ended 30 June 2020 included on the Board's website. The Board's management is responsible for the integrity of the Board's website. This audit does not provide assurance on the integrity of the Board's website. The auditor's report refers only to the financial statements and key performance indicators described above. It does not provide an opinion on any other information which may have been hyperlinked to/from these financial statements or key performance indicators. If users of the financial statements and key performance indicators are concerned with the inherent risks arising from publication on a website, they are advised to contact the entity to confirm the information contained in the website version of the financial statements and key performance indicators.

DON CUNNINGHAME
ASSISTANT AUDITOR GENERAL FINANCIAL AUDIT
Delegate of the Auditor General for Western Australia
Perth, Western Australia
4 September 2020

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Statement of Comprehensive Income

FOR THE YEAR ENDED 30 JUNE 2020

	Notes	2020 $'000	2019 $'000
COST OF SERVICES			
Expenses			
Employee benefits expense	*2.1(a)*	12,227	12,213
Supplies and services	*2.3*	5,149	5,148
Depreciation and amortisation expense	*4.1, 4.2, 4.3*	11,827	12,195
Impairment losses	*4.1*	2,403	-
Finance costs	*6.2*	-	-
Accommodation expenses	*2.3*	2,492	2,153
Grants and subsidies	*2.2*	43,576	305
Other expenses	*2.3*	413	319
Total cost of services		**78,087**	**32,333**
Income			
Revenue			
User charges and fees	*3.2*	585	670
Commonwealth grants and contributions	*3.3*	224	217
Interest revenue	*3.4*	14	32
Sponsorship revenue	*3.5*	10	-
Bequest contributions	*3.6*	2	35
Other revenue	*3.7*	798	785
Total Revenue		**1,633**	**1,739**
Total income other than income from State Government		**1,633**	**1,739**
NET COST OF SERVICES		**76,454**	**30,594**

	Notes	2020 $'000	2019 $'000
INCOME FROM STATE GOVERNMENT	**3.1**		
Service appropriation		29,097	29,116
Assets/liabilities assumed/(transferred)		-	-
Services received free of charge		1,174	786
Royalties for Regions Fund		250	250
Grants and subsidies from State Government		-	30
Total income from State Government		**30,521**	**30,182**
SURPLUS/(DEFICIT) FOR THE PERIOD		**(45,933)**	**(412)**
OTHER COMPREHENSIVE INCOME			
Items not reclassified subsequently to profit or loss			
Changes in asset revaluation surplus	*8.8*	(2,830)	(3,405)
Total other comprehensive income		**(2,830)**	**(3,405)**
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD		**(48,763)**	**(3,817)**

The Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Statement of Financial Position

AS AT 30 JUNE 2020

	Notes	2020 $'000	2019 $'000
ASSETS			
Current Assets			
Cash and cash equivalents	*6.3*	2,005	2,543
Restricted cash and cash equivalents	*6.3*	966	590
Receivables	*5.1*	412	338
Amounts receivable for services	*5.2*	1,225	9,642
Other current assets	*5.3*	648	559
Total Current Assets		**5,256**	**13,672**
Non-Current Assets			
Restricted cash and cash equivalents	*6.3*	1,644	1,598
Amounts receivable for services	*5.2*	30,002	19,074
Property, plant and equipment	*4.1*	474	42,906
Right-of-use assets	*4.2*	39,212	-
Library collections	*4.1*	70,862	118,542
Intangible assets	*4.3*	-	-
Total Non-Current Assets		**142,194**	**182,120**
TOTAL ASSETS		**147,450**	**195,792**

	Notes	2020 $'000	2019 $'000
LIABILITIES			
Current Liabilities			
Payables	*5.4*	303	210
Contract liabilities	*5.5*	199	37
Lease liabilities	*6.1*	2	-
Employee related provisions	*2.1(b)*	2,293	2,139
Other current liabilities	*5.6*	16	20
Total Current Liabilities		**2,813**	**2,406**
Non-Current Liabilities			
Employee related provisions	*2.1(b)*	513	499
Total Non-Current Liabilities		**513**	**499**
TOTAL LIABILITIES		**3,326**	**2,905**
NET ASSETS		**144,124**	**192,887**
EQUITY	*8.8*		
Contributed equity		57,305	57,305
Reserves		40,485	87,296
Accumulated surplus		46,334	48,286
TOTAL EQUITY		**144,124**	**192,887**

The Statement of Financial Position should be read in conjunction with the accompanying notes.

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Statement of Changes in Equity

FOR THE YEAR ENDED 30 JUNE 2020

	Note	Contributed equity ($'000)	Reserves ($'000)	Accumulated surplus ($'000)	Total equity ($'000)
Balance at 30 June 2018		**57,305**	**90,701**	**48,698**	**196,704**
Changes in accounting policy or correction of prior period errors		-	-	-	-
Restated balance at 1 July 2018		**57,305**	**90,701**	**48,698**	**196,704**
Deficit		-	-	(412)	(412)
Other comprehensive income	*8.8*	-	(3,405)	-	(3,405)
Total comprehensive income for the period		**-**	**(3,405)**	**(412)**	**(3,817)**
Transaction with owners in their capacity as owners:	*8.8*				
Capital appropriations		-	-	-	-
Total		**-**	**-**	**-**	**-**
Balance at 30 June 2019		**57,305**	**87,296**	**48,286**	**192,887**
Balance at 1 July 2019		**57,305**	**87,296**	**48,286**	**192,887**
Initial application of AASB 16		-	(43,981)	43,981	-
Initial application of AASB 15/1058		-	-	-	-
Restated balance at 1 July 2019		**57,305**	**43,315**	**92,267**	**192,887**
Deficit		-	-	(45,933)	(45,933)
Other comprehensive income	*8.8*	-	(2,830)	-	(2,830)
Total comprehensive income for the period		**-**	**(2,830)**	**(45,933)**	**(48,763)**
Transaction with owners in their capacity as owners:	*8.8*				
Capital appropriations		-	-	-	-
Total		-	-	-	-
Balance at 30 June 2020		**57,305**	**40,485**	**46,334**	**144,124**

The Statement of Changes in Equity should be read in conjunction with the accompanying notes.

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Statement of Cash Flows

FOR THE YEAR ENDED 30 JUNE 2020

	Notes	2020 $'000	2019 $'000
CASH FLOWS FROM STATE GOVERNMENT			
Service appropriation		16,944	16,904
State Government grants and subsidies		-	30
Capital appropriation		-	-
Holding account drawdowns		9,642	9,671
Royalties for Regions Fund		250	250
Net cash provided by State Government		**26,836**	**26,855**
Utilised as follows:			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee benefits		(11,960)	(12,587)
Supplies and services		(4,971)	(5,190)
Finance costs		-	-
Accommodation		(1,571)	(1,543)
Grants and subsidies		(233)	(305)
GST payments on purchases		(1,494)	(1,419)
Other payments		(409)	(185)
Receipts			
Sales of goods and services		-	-
User charges and fees		514	595
Commonwealth grants and contributions		224	217
Interest received		19	33
Sponsorship revenue		10	-
GST receipts on sales		155	134
GST receipts from taxation authority		1,225	1,396
Other receipts		1,051	1,025
Net cash (used in) operating activities		**(17,440)**	**(17,829)**
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments			
Purchase of non-current physical assets		(9,506)	(8,945)
Net cash (used in) investing activities		**(9,506)**	**(8,945)**
CASH FLOWS FROM FINANCING ACTIVITIES			
Payments			
Principal elements of lease payments		(6)	(10)
Net cash (used in) financing activities		**(6)**	**(10)**
Cash and cash equivalents at the beginning of the reporting period		4,731	4,660
Net increase/(decrease) in cash and cash equivalents		(116)	71
Cash and cash equivalents at the end of the reporting period	*6.3*	**4,615**	**4,731**

The Statement of Cash Flows should be read in conjunction with the accompanying notes.

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Summary of Consolidated Account Appropriations

FOR THE YEAR ENDED 30 JUNE 2020

	2020 Budget Estimate ($'000)	2020 Supplementary Funding ($'000)	Revised Budget ($'000)	2020 Actual ($'000)	2020 Variance ($'000)
Delivery of Services					
Item 74 Net amount appropriated to deliver services	28,821	-	28,821	28,821	-
Section 25 Transfer of service appropriation	-	-	-	-	-
Amount Authorised by Other Statutes					
Salaries and Allowances Act 1975	276	-	276	276	-
Total appropriations provided to deliver services	**29,097**	**-**	**29,097**	**29,097**	**-**
GRAND TOTAL	**29,097**	**-**	**29,097**	**29,097**	**-**

No supplementary income was received by the Library Board.

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

1. BASIS OF PREPARATION

The Library Board of Western Australia (herein after referred to as 'the Library Board') is a WA Government entity and is controlled by the State of Western Australia, which is the ultimate parent. The Library Board is a not-for-profit entity (as profit is not its principal objective).

A description of the nature of its operations and its principal activities have been included in the **'Overview'** which does not form part of these financial statements.

These annual financial statements were authorised for issue by the Accountable Authority of the Library Board on 3 September 2020.

Statement of compliance

These general purpose financial statements have been prepared in accordance with:

1. *The Financial Management Act 2006* (FMA)
2. The Treasurer's instructions (TIs)
3. Australian Accounting Standards (AASs) – Reduced Disclosure Requirements
4. Where appropriate, those AAS paragraphs applicable for not-for-profit entities have been applied.

The *Financial Management Act 2006* and the Treasurer's instructions take precedence over AASs. Several AASs are modified by TIs to vary application, disclosure format and wording. Where modification is required and has had a material or significant financial effect upon the reported results, details of that modification and the resulting financial effect are disclosed in the notes to the financial statements.

Basis of preparation

These financial statements are presented in Australian dollars applying the accrual basis of accounting and using the historical cost convention. Certain balances will apply a different measurement basis (such as the fair value basis). Where this is the case the different measurement basis is disclosed in the associated note. All values are rounded to the nearest thousand dollars ($'000).

Judgements and estimates

Judgements, estimates and assumptions are required to be made about financial information being presented. The significant judgements and estimates made in the preparation of these financial statements are disclosed in the notes where amounts affected by those judgements and/or estimates are disclosed. Estimates and associated assumptions are based on professional judgements derived from historical evidence and various other factors that are believed to be reasonable under the circumstances.

Significant judgements and estimates have been made to meet the requirements of the new standards AASB 15, AASB 16 and AASB 1058.

AASB 15: Key judgements include determining the timing of revenue from contracts with customers in terms of timing of satisfaction of performance obligations and determining the transaction price and the amounts allocated to performance obligations.

Estimation uncertainty include determining the transaction prices (estimating variable consideration, adjusting the consideration for the time value of money and measuring non-cash considerations), allocating the transaction price, including estimating stand-alone selling prices and allocating discounts and variable consideration.

AASB 16: Key judgements to be made for AASB 16 include identifying leases within contracts, determination whether there is reasonable certainty around exercising extension and termination options, identifying whether payments are variable or fixed in substance and determining the stand-alone selling prices for lease and non-lease components.

Estimation uncertainty that may arise is the estimation of the lease term, determination of the appropriate discount rate to discount the lease payments and assessing whether the right-of-use asset needs to be impaired.

AASB 1058: Key judgements include determining the timing in the satisfaction of obligations and judgements used in determining whether funds are restricted.

Refer to Note 8.2 for the impact of the initial application and the practical expedients applied in the initial recognition.

Contributed equity

AASB Interpretation *1038 Contributions by Owners Made to Wholly-Owned Public Sector Entities* requires transfers in the nature of equity contributions, other than as a result of a restructure of administrative arrangements, to be designated by the Government (the owner) as contributions by owners (at the time of, or prior, to transfer) before such transfers can be recognised as equity contributions. Capital appropriations have been designated as contributions by owners by TI 955 *Contributions by Owners Made to Wholly Owned Public Sector Entities* and have been credited directly to Contributed Equity.

The transfers of net assets to/from other agencies, other than as a result of a restructure of administrative arrangements, are designated as contributions by owners where the transfers are non-discretionary and non-reciprocal.

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

2. USE OF OUR FUNDING

Expenses incurred in the delivery of services

This section provides additional information about how the Library Board's funding is applied and the accounting policies that are relevant for an understanding of the items recognised in the financial statements. The primary expenses incurred by the Library Board in achieving its objectives and the relevant notes are:

	Notes	2020 $'000	2019 $'000
Employee benefits expenses	*2.1(a)*	12,227	12,213
Employee related provisions	*2.1(b)*	2,806	2,638
Grants and subsidies	*2.2*	43,576	305
Other expenditure	*2.3*	8,054	7,622

2.1(a) Employee benefits expenses

	2020 $'000	2019 $'000
Employee benefits	11,123	10,918
Termination benefits	-	174
Superannuation – defined contribution plans	1,103	1,116
Total employee benefits expenses	**12,226**	**12,208**
Add: AASB 16 Non-monetary benefits	2	9
Less: Employee contributions	(1)	(4)
Net employee benefits	**12,227**	**12,213**

Employee Benefits: Include wages, salaries and social contributions, accrued and paid leave entitlements and paid sick leave, profit-sharing and bonuses; and non-monetary benefits (such as medical care, housing, cars and free or subsidised goods or services) for employees.

Termination benefits: Payable when employment is terminated before normal retirement date, or when an employee accepts an offer of benefits in exchange for the termination of employment. Termination benefits are recognised when the Library Board is demonstrably committed to terminating the employment of current employees according to a detailed formal plan without possibility of withdrawal or providing termination benefits as a result of an offer made to encourage voluntary redundancy. Benefits falling due more than 12 months after the end of the reporting period are discounted to present value.

Superannuation: The amount recognised in profit or loss of the Statement of Comprehensive Income comprises employer contributions paid to the GSS (concurrent contributions), the WSS, the GESBs, or other superannuation funds.

AASB 16 Non-monetary benefits: Non-monetary employee benefits, that are employee benefits expenses, predominantly relate to the provision of vehicle benefits and are measured at the cost incurred by the Library Board.

2.1(b) Employee related provisions

Provision is made for benefits accruing to employees in respect of wages and salaries, annual leave and long service leave for services rendered up to the reporting date and recorded as an expense during the period the services are delivered.

	2020 $'000	2019 $'000
Current		
Employee benefits provisions		
Annual leave[a]	854	760
Long service leave[b]	1,227	1,191
Provision for Purchased Leave[c]	3	(4)
	2,084	**1,947**
Other provisions		
Employment on-costs[d]	209	192
	209	**192**
Total current employee related provisions	**2,293**	**2,139**
Non-current		
Employee benefits provisions		
Long service leave[b]	468	457
	468	**457**
Other provisions		
Employment on-costs[d]	45	42
	45	**42**
Total non-current employee related provisions	**513**	**499**
Total employee related provisions	**2,806**	**2,638**

(a) **Annual leave liabilities:** Classified as current as there is no unconditional right to defer settlement for at least 12 months after the end of the reporting period.

The provision for annual leave is calculated at the present value of expected payments to be made in relation to services provided by employees up to the reporting date.

2.1(b) Employee related provisions (continued)

(b) **Long service leave liabilities:** Unconditional long service leave provisions are classified as current liabilities as the Library Board does not have an unconditional right to defer settlement of the liability for at least 12 months after the end of the reporting period.

Pre-conditional and conditional long service leave provisions are classified as non-current liabilities because the Library Board has an unconditional right to defer the settlement of the liability until the employee has completed the requisite years of service.

The provision for long service leave is calculated at present value as the Library Board does not expect to wholly settle the amounts within 12 months. The present value is measured taking into account the present value of expected future payments to be made in relation to services provided by employees up to the reporting date. These payments are estimated using the remuneration rate expected to apply at the time of settlement, and discounted using market yields at the end of the reporting period on national government bonds with terms to maturity that match, as closely as possible, the estimated future cash outflows.

(c) **Purchased leave liabilities:** Classified as current where there is no unconditional right to defer settlement for at least 12 months after the end of the reporting period.

(d) **Employment on-costs:** The settlement of annual and long service leave liabilities gives rise to the payment of employment on-costs including workers' compensation insurance. The provision is the present value of expected future payments.

Employment on-costs, including workers' compensation insurance, are not employee benefits and are recognised separately as liabilities and expenses when the employment to which they relate has occurred. Employment on-cost are included as part of 'Other expenses, Note 2.3 (apart from the unwinding of the discount [finance cost])' and are not included as part of the Library Board's 'employee benefits expense'. The related liability is included in 'Employment on-costs provision'.

Employment on-cost provision		
Carrying amount at start of period	234	323
Additional/(reversals of) provisions recognised	20	(89)
Payments/other sacrifices of economic benefits	-	-
Carrying amount at end of period	**254**	**234**

Key sources of estimation uncertainty – long service leave

Key estimates and assumptions concerning the future are based on historical experience and various other factors that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

Several estimates and assumptions are used in calculating the Library Board's long service leave provision. These include:

- expected future salary rates
- discount rates
- employee retention rates; and
- expected future payments

Changes in these estimations and assumptions may impact on the carrying amount of the long service leave provision. Any gain or loss following revaluation of the present value of long service leave liabilities is recognised as employee benefits expense.

2.2 Grants and subsidies

	2020 $'000	**2019 $'000**
Recurrent		
Public library materials (Local Governments)[(a)]	43,343	-
Regional subsidies	48	117
Visability Inc (formerly the Association for the Blind)	185	185
Other grants and subsidies	-	3
Total grants and subsidies	**43,576**	**305**

(a) On 1 July 2020, the Library Board will implement a new model for public library services in Western Australia. This strategy will result in the introduction of a new multi-tiered support model for public libraries, determined by the ability to meet agreed criteria for service provision and population size and the introduction of a new cash and notional (in-kind) grants based model for the allocation of annual State Government

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

2.2 Grants and subsidies (continued)

funding that is not limited to the purchase of physical library stock but could also be used for technological infrastructure, innovative programs and services or other defined priorities. To facilitate this change, control of public library materials purchased by the Library Board and held in public libraries has been transferred to relevant local government authorities. Accordingly, the Public Library Collection at cost has been derecognised as at 30 June 2020 and a corollary in-kind grants expense ($43.343 million) has been recognised in the Statement of Comprehensive Income.

Transactions in which the Library Board provides goods, services, assets (or extinguishes a liability) or labour to another party without receiving approximately equal value in return are categorised as 'Grant expenses'. Grants can either be operating or capital in nature.

Grants can be paid as general purpose grants which refer to grants that are not subject to conditions regarding their use. Alternatively, they may be paid as specific purpose grants which are paid for a particular purpose and/or have conditions attached regarding their use.

Grants and other transfers to third parties (other than contributions to owners) are recognised as an expense in the reporting period in which they are paid or payable. They include transactions such as: grants, subsidies, personal benefit payments made in cash to individuals and other transfer payments made to local government and not-for-profit organisations.

2.3 Other expenditure

	2020 $'000	2019 $'000
Supplies and services		
Communications	24	72
Consultants and contractors	30	68
Consumables	1,042	918
Repairs & maintenance – software	304	369
Travel	45	68
Insurance premiums	80	86
Lease/hire	57	73
Online Information access fees	1,730	1,819
Freight and cartage	259	258
Professional Services	459	310
Printing	89	163
Licences	83	37
Digitisation services	597	544
Website development	120	1
Other	230	363
Total supplies and services expenses	**5,149**	**5,149**
Accommodation expenses		
Repairs and maintenance – building	989	709
Cleaning	363	360
Security	422	430
Utilities	686	623
Other	32	32
Total accommodation expenses	**2,492**	**2,154**
Other expenses		
Bad and doubtful debts[(a)]	9	-
Expected credit losses expense	1	5
Workers' compensation insurance	249	103
Prizes paid	90	5
Audit fees[(b)]	45	42
Refund of prior year receipts	7	30
Other	12	134
Total other expenses	**413**	**319**
Total other expenditure	**8,054**	**7,622**

2.3 Other expenditure (continued)

(a) See also Note 8.10 'Supplementary Financial Information'.

(b) See also Note 8.7 'Remuneration of auditor'.

Supplies and services: recognised as an expense in the reporting period in which they are incurred. The carrying amounts of any materials held for distribution are expensed when the materials are distributed.

Accommodation expenses are recognised as expenses as incurred.

Other operating expenses: generally represent the day-to-day running costs incurred in normal operations.

Building maintenance and equipment repairs and maintenance: recognised as expenses as incurred, except where they relate to the replacement of a significant component of an asset. In that case, the costs are capitalised and depreciated.

Expected credit losses is an allowance of trade receivables and is measured at the lifetime expected credit losses at each reporting date. The Library Board has established a provision matrix that is based on its historical credit loss experience, adjusted for forward-looking factors specific to the debtors and the economic environment. Please refer to note 5.1 Allowance for Impairment of Trade Receivables.

Employee on-cost: includes workers' compensation insurance and other employment on-costs. The on-costs liability associated with the recognition of annual and long service leave liabilities is included at Note 2.1(b) Employee related provisions. Superannuation contributions accrued as part of the provision for leave are employee benefits and are not included in employment on-costs.

3. OUR FUNDING SOURCES

How we obtain our funding

This section provides additional information about how the Library Board obtains its funding and the relevant accounting policy notes that govern the recognition and measurement of this funding. The primary income received by the Library Board and the relevant notes are:

	Notes	2020 $'000	2019 $'000
Income from State Government	3.1	30,521	30,182
User charges and fees	3.2	585	670
Commonwealth grants and contributions	3.3	224	217
Interest revenue	3.4	14	32
Sponsorship revenue	3.5	10	-
Bequest contributions	3.6	2	35
Other revenue	3.7	798	785

3.1 Income from State Government

	Notes	2020 $'000	2019 $'000
Appropriation received during the period:			
Service appropriation[a]		29,097	29,116
		29,097	**29,116**
Assets transferred from/(to) other State government agencies during the period:[b]			
Assets transferred from DLGSC - Office Equipment		-	-
Total assets transferred		**-**	**-**
Services received free of charge from other State Government agencies during the period:			
Determined on the basis of the following estimates provided by agencies:			
State Solicitors Office		-	17
Department of Local Government, Sport and Cultural Industries			
Operational appropriation		1,174	769
Total services received		**1,174**	**786**
Royalties for Regions Fund:			
Regional Community Services Account[c]		250	250
Total Royalties for Regions Fund		**250**	**250**
Grants and subsidies from State Government:			
Global maintenance specific purpose funding		-	30
Total grants and subsidies from State Government		**-**	**30**
Total income from State Government		**30,521**	**30,182**

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

3.1 Income from State Government (continued)

(a) **Service Appropriations:** are recognised as income at the fair value of consideration received in the period in which the Library Board gains control of the appropriated funds. The Library Board gains control of appropriated funds at the time those funds are deposited in the bank account or credited to the 'Amounts receivable for services' (holding account) held at Treasury.

Service appropriations fund the net cost of services delivered. Appropriation revenue comprises the following:

- cash component; and
- a receivable (asset).

The receivable (holding account - note 5.2) comprises the following:

- the budgeted depreciation expense for the year; and
- any agreed increase in leave liabilities during the year.

(b) **Transfer of assets:** from other parties are recognised as income at fair value when the assets are transferred.

(c) **Regional Community Services Account:** is a sub-fund within the over-arching 'Royalties for Regions Fund'. The recurrent funds are committed to projects and programs in WA regional areas and are recognised as income when the Library Board receives the funds. The Library Board has assessed Royalties for Regions agreements and concludes that they are not within the scope of AASB 15 as they do not meet the 'sufficiently specific' criterion.

The application of AASB 15 and AASB 1058 from 1 July 2019 has had no impact on the treatment of income from State Government.

3.2 User charges and fees

	2020 $'000	2019 $'000
Tenancy revenue	46	73
User fees	79	118
Service charges	145	167
Recoveries lost and damaged books	315	312
Total user charges and fees	**585**	**670**

Until 30 June 2019, revenue was recognised and measured at the fair value of consideration received or receivable.

From 1 July 2019, revenue is recognised at the transaction price when the Library Board transfers control of the services to customers. Revenue is recognised for the major activities as follows:

Revenue is recognised over-time for tenancy revenues as the Library Board has promised to transfer the use of space within the Alexander Library Building for an agreed period of time. Revenues are non-commercial in nature and are based on cost recovery of building related outgoings such as cleaning and utilities amongst others. The Library Board typically satisfies its performance obligations in relation to these user charges and fees when matching building related outgoings costs have been incurred.

Revenue is recognised at a point-in-time for user fees as these mainly relate to interlibrary loans, photocopying fees and sales of photographs. The Library Board typically satisfies its performance obligations for these user fees and charges when services have been provided and payments are received.

Revenue is recognised at a point-in-time for service charges as these mainly relate to hiring venues and equipment to customers. The Library Board typically satisfies its performance obligations for these user fees and charges when services have been provided and payments are received.

Revenue is recognised at a point-in-time for recoveries of lost and damaged books as these mainly relate to recovering the replacement cost of lost and damaged library materials (as well as an administration fee). The Library Board typically satisfies its performance obligations in relation to these user fees and charges when loaned materials are not returned or returned in damaged condition and payments are received.

3.3 Commonwealth grants and contributions

	2020 $'000	2019 $'000
Department of Territories – Indian Ocean Territories Grant[(a)]	224	217
	224	**217**

(a) The Library Board and the Commonwealth Government have a Service Delivery Agreement for the provision of library services to the Indian Ocean Territories (Christmas and Cocos (Keeling) Islands). The Commonwealth Government contributes to the Library Board the costs associated with these services, as detailed below.

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

3.3 Commonwealth grants and contributions (continued)

Opening balance of funds	-	7
Contributions received	224	217
Cost of providing services	(201)	(224)
Balance on hand	**23**	**-**

Until 30 June 2019

Income from Commonwealth grants is recognised at fair value when the grant is receivable.

From 1 July 2019

Current grants are recognised as income when the grants are receivable.

3.4 Interest revenue

	2020 $'000	2019 $'000
Interest	14	32
Total interest revenue	**14**	**32**

Interest: Revenue is recognised as the interest accrues.

3.5 Sponsorship revenue

Sponsorship	10	-
Total sponsorship revenue	**10**	**-**

Sponsorship: Revenue is recognised at fair value when the Library Board obtains control over the assets comprising the contributions. Contributions of services are only recognised when a fair value can be reliably determined and the services would be purchased if not donated. An assessment of the performance obligation is undertaken for funds received and then assessed for recognition over time or at a point in time as or when the Library Board satisfies obligations under the transfer.

3.6 Bequest contributions

Other	2	35
Total bequest contributions	**2**	**35**

Bequests: Revenue is recognised at fair value when the Library Board obtains control over the assets comprising the contributions. Contributions of services are only recognised when a fair value can be reliably determined and the services would be purchased if not donated. An assessment of the performance obligation is undertaken for funds received and then assessed for recognition over time or at a point in time as or when the Library Board satisfies obligations under the transfer.

3.7 Other revenue

	2020 $'000	2019 $'000
Recoup of prior year expense	9	14
Recoup of internal audit services provided	50	67
Subsidies	602	526
Insurance revenue	-	-
Recoup of costs	33	4
Other	104	174
Total other revenue	**798**	**785**

Other revenue: is recognised in the accounting period in which the relevant performance obligations have been satisfied.

4. KEY ASSETS

Assets the Library Board utilises for economic benefit or service potential

This section includes information regarding the key assets the Library Board utilises to gain economic benefits or provide service potential. The section sets out both the key accounting policies and financial information about the performance of these assets:

	Notes	2020 $'000	2019 $'000
Property, plant, equipment and library collections	*4.1*	71,336	161,448
Right-of-use assets	*4.2*	39,212	-
Intangibles	*4.3*	-	-
Total key assets		**110,548**	**161,448**

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

4.1 Property, plant, equipment and library collections

Year ended 30 June 2020	Buildings and leasehold improvements at cost $'000	Furniture and equip, Office equip & Motor vehicles at cost $'000	Public Library collections at cost $'000	State Library collections (non WA) at cost $'000	WA Heritage collections at fair value $'000	Works of art at fair value $'000	Total $'000
1 July 2019							
Gross carrying amount	46,473	3,482	45,110	24,320	66,006	4,664	190,055
Accumulated depreciation	(3,918)	(3,131)	-	(21,558)	-	-	(28,607)
Accumulated impairment loss	-	-	-	-	-	-	-
Carrying amount at start of period	**42,555**	**351**	**45,110**	**2,762**	**66,006**	**4,664**	**161,448**
Corrections of prior period errors	-	-	-	-	-	-	-
Additions	-	229	8,595	212	445	14	9,495
Transfers	(42,194)	-	-	-	-	-	(42,194)
Disposals	-	-	-	-	-	-	-
Revaluation increments/(decrements)	-	-	-	-	(2,671)	4	(2,667)
Derecognition[(a)]	-	-	(43,343)	-	-	-	(43,343)
Change in accounting estimates	-	-	-	-	(163)	-	(163)
Depreciation	(279)	(188)	(10,362)	(411)	-	-	(11,240)
Carrying amount at 30 June 2020	**82**	**392**	**-**	**2,563**	**63,617**	**4,682**	**71,336**
Gross carrying amount	4,281	3,614	-	24,532	63,617	4,682	100,726
Accumulated depreciation	(4,199)	(3,222)	-	(21,969)	-	-	(29,390)

Property, plant and equipment

Initial recognition

Items of property, plant and equipment, costing $5,000 or more are measured initially at cost. Where an asset is acquired for no cost or significantly less than fair value, the cost is valued at its fair value at the date of acquisition. Items of property, plant and equipment costing less than $5,000 are immediately expensed direct to the Statement of Comprehensive Income (other than where they form part of a group of similar items which are significant in total).

Assets transferred as part of a machinery of government change are transferred at their fair value.

The cost of a leasehold improvement is capitalised and depreciated over the shorter of the remaining term of the lease or the estimated useful life of the leasehold improvement.

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

4.1 Property, plant, equipment and library collections (continued)

Subsequent measurement

All items of property, plant and equipment are stated at historical cost less accumulated depreciation and accumulated impairment losses.

Library Collections

Capitalisation/expensing of assets

Four classes of Library Collections held by the Library Board have been identified for financial accounting purposes - Public Library Stock Collections, State Library Collections, Heritage Collections and Works of Art. All items added to the Public Library Stock and State Library Collections are capitalised at cost. Heritage Collections include monographs, newspapers, microfilm, cartographic items, pictorial and film collections, printed music, sound recordings and oral history which may be acquired by purchase or donation. Private archives, ephemera and serials collections are not recognised as assets of the Library Board unless their values can be reliably estimated.

(a) On 1 July 2020, the Library Board will implement a new model for public library services in Western Australia. This strategy will result in the introduction of a new multi-tiered support model for public libraries, determined by the ability to meet agreed criteria for service provision and population size and the introduction of a new cash and notional (in-kind) grants based model for the allocation of annual State Government funding that is not limited to the purchase of physical library stock but could also be used for technological infrastructure, innovative programs and services or other defined priorities. To facilitate this change, control of public library materials purchased by the Library Board and held in public libraries has been transferred to relevant local government authorities. Accordingly, the Public Library Collection at cost has been derecognised as at 30 June 2020 and a corollary in-kind grants expense ($43.343 million) has been recognised in the Statement of Comprehensive Income.

Subsequent measurement

State Library Collections are valued at historic cost less an amortisation adjustment based on the estimated average life of the collection, and accumulated impairment losses. Public Library Stock was valued on a similar basis, prior to the collection being derecognised at 30 June 2020.

Independent valuations of specific items within the Heritage Collections (named pictorial, map, private archive and rare book items) are provided every five years by an expert. The latest such valuation was carried out in 2016. Valuations of other items within the Heritage Collections are done internally on an annual basis based on consideration of cost of replacement, the average values of similar size collections at other libraries and itemised values. Independent valuations of Works of Art are provided every five years by an art expert. The latest such valuation was carried out in 2016.

4.1.1 Depreciation and impairment

Charge for the period

	Notes	2020 $'000	2019 $'000
Depreciation			
Plant, equipment and vehicles	4.1	188	258
Buildings	4.1	279	1,209
Library collections (Public Library Stock)	4.1	10,362	10,315
Library collections (State Library)	4.1	411	413
Total depreciation for the period		**11,240**	**12,195**
Impairment			
Right-of-use concessionary lease at cost – building[(a)]	4.2	2,403	-
Total impairment losses for the period		**2,403**	**-**

(a) The Library Board applied AASB 16 Leases from 1 July 2019. As a result, the previous property, plant and equipment building asset at fair value was reclassified as a right-of-use concessionary lease (building) asset at cost. AASB 16.33 requires right-of-use assets to be assessed for impairment at the date of transition. The building was revalued as at 1 July 2019 by the Western Australian Land Information Authority (Valuations and Property Analytics). The depreciated replacement cost (recoverable amount) of the building as at the transition date was lower than the carrying amount of the right-of-use concessionary lease (building) asset at

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

4.1.1 Depreciation and impairment (continued)

cost. Accordingly, an impairment loss of $2,403 million has been recognised in the Statement of Comprehensive Income.

Please refer to note 4.3.1 for guidance in relation to the impairment assessment that has been performed for intangible assets.

All surplus assets at 30 June 2020 have either been classified as assets held for sale or have been written-off.

Finite useful lives

All non-current assets having a limited useful life are systematically depreciated over their estimated useful lives in a manner that reflects the consumption of their future economic benefits.

Depreciation is generally calculated on a straight line basis, at rates that allocate the asset's value, less any estimated residual value, over its estimated useful life. Typical estimated useful lives for the different asset classes for current and prior years are included in the table below:

Asset	Useful Life: Years
Leasehold improvements	10 years
Furniture and equipment	3 to 10 years
Office equipment	3 to 15 years
Motor vehicles	3 to 10 years

The estimated useful lives, residual values and depreciation method are reviewed at the end of each annual reporting period, and adjustments should be made where appropriate.

Heritage Collections and Works of Art controlled by the Library Board are anticipated to have very long and indeterminate useful lives. Their service potential has not, in any material sense, been consumed during the reporting period. As such, no amount for depreciation has been recognised in respect of these assets.

The State Library Collection, excluding rare books, is depreciated by expensing the value of the tenth oldest year's acquisitions. Prior to being derecognised, the Public Library Stock Collection had a useful life of five years. The value of the fifth oldest year's acquisitions was written off in the reporting period.

Impairment

Non-financial assets, including items of plant and equipment, are tested for impairment whenever there is an indication that the asset may be impaired. Where there is an indication of impairment, the recoverable amount is estimated. Where the recoverable amount is less than the carrying amount, the asset is considered impaired and is written down to the recoverable amount and an impairment loss is recognised.

Where an asset measured at cost is written down to its recoverable amount, an impairment loss is recognised through profit or loss.

Where a previously revalued asset is written down to its recoverable amount, the loss is recognised as a revaluation decrement through other comprehensive income.

As the Library Board is a not-for-profit agency, the recoverable amount of regularly revalued specialised assets is anticipated to be materially the same as fair value.

If there is an indication that there has been a reversal in impairment, the carrying amount shall be increased to its recoverable amount. However, this reversal should not increase the asset's carrying amount above what would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised in prior years.

The risk of impairment is generally limited to circumstances where an asset's depreciation is materially understated, where the replacement cost is falling or where there is a significant change in useful life. Each relevant class of assets is reviewed annually to verify that the accumulated depreciation/amortisation reflects the level of consumption or expiration of the asset's future economic benefits and to evaluate any impairment risk from declining replacement costs.

4.2 Right-of-use assets

	2020 $'000	2019 $'000
Right-of-use assets		
Concessionary leases – buildings	39,210	-
Motor vehicles	2	-
Net carrying amount at 30 June 2020	**39,212**	**-**

Additions to right-of-use assets during the 2020 financial year were nil.

4.2 Right-of-use assets (continued)

Initial recognition

Right-of-use assets are measured at cost including the following:

- the amount of the initial measurement of lease liability
- any lease payments made at or before the commencement date less any lease incentives received
- any initial direct costs, and
- restoration costs, including dismantling and removing the underlying asset

This includes all leased assets other than investment property ROU assets, which are measured in accordance with AASB 140 'Investment Property'.

The Library Board has elected not to recognise right-of-use assets and lease liabilities for short-term leases (with a lease term of 12 months or less) and low value leases (with an underlying value of $5,000 or less). Lease payments associated with these leases are expensed over a straight-line basis over the lease term.

Subsequent Measurement

The cost model is applied for subsequent measurement of right-of-use assets, requiring the asset to be carried at cost less any accumulated depreciation and accumulated impairment losses and adjusted for any re-measurement of lease liability.

Depreciation and impairment of right-of-use assets

Right-of-use assets are depreciated on a straight-line basis over the shorter of the lease term and the estimated useful lives of the underlying assets.

If ownership of the leased asset transfers to the Library Board at the end of the lease term or the cost reflects the exercise of a purchase option, depreciation is calculated using the estimated useful life of the asset.

Right-of-use assets are tested for impairment when an indication of impairment is identified. The policy in connection with testing for impairment is outlined in note 4.1.1.

The following amounts relating to leases have been recognised in the statement of comprehensive income:

	2020 $'000	2019 $'000
Concessionary leases – buildings	581	-
Motor vehicles	6	-
Total right-of-use asset depreciation	**587**	**-**
Lease interest expense	-	-
Expenses relating to variable lease payments not included in lease liabilities	-	-
Short-term leases	-	-
Low-value leases	-	-

The total cash outflow for leases in 2020 was $5,764.

The Library Board's leasing activities and how these are accounted for:

The Library Board has a lease for a single motor vehicle which is used by the State Library of Western Australia as a pool vehicle. The lease term is scheduled to expire on 15 October 2020.

The Library Board also has a lease for the Alexander Library Building (ALB). The building lease is classified as a concessionary lease as the arrangement contains significantly below market terms and conditions principally to enable the Library Board to further its objectives (yearly rental of one peppercorn is payable if and when demanded). The lease is for an initial 50 year period with an extension option for a further 50 years. The ALB is a specific purpose building. Government has not indicated any appetite or intention to relocate state library services to a new or alternate specific purpose location. Therefore, at present, there is no reason why the Library Board would not exercise the extension option. Accordingly, the remaining lease term as at 1 July 2019 is 68.5 years.

Up to 30 June 2019, the Library Board classified leases as either finance leases or operating leases. From 1 July 2019, the Library Board recognises leases as right-of-use assets and associated lease liabilities in the Statement of Financial Position.

The corresponding lease liability in relation to the motor vehicle right-of-use asset has been disclosed in note 6.1. There is no corresponding lease liability for the Alexander Library Building as the value of the peppercorn payment is not defined and thefore a liability cannot be reliably measured.

4.3 Intangible assets

Year ended 30 June 2020	Computer Software $'000
1 July 2019	
Gross carrying amount	1,071
Accumulated amortisation	(1,071)
Carrying amount at start of period	**-**
Additions	-
Transfers	-
Impairment losses	-
Revaluation increments	-
Amortisation expense	-
Carrying amount at 30 June 2020	**-**

Initial recognition

Intangible assets are initially recognised at cost. For assets acquired at significantly less than fair value, the cost is their fair value at the date of acquisition.

An internally generated intangible asset arising from development (or from the development phase of an internal project) is recognised if, and only if, all of the following are demonstrated:

(a) the technical feasibility of completing the intangible asset so that it will be available for use or sale;

(b) an intention to complete the intangible asset and use or sell it;

(c) the ability to use or sell the intangible asset;

(d) the intangible asset will generate probable future economic benefit;

(e) the availability of adequate technical, financial and other resources to complete the development and to use or sell the intangible asset; and

(f) the ability to measure reliably the expenditure attributable to the intangible asset during its development.

Acquisitions of intangible assets costing $5,000 or more and internally generated intangible assets at a minimum of $5,000 that comply with the recognition criteria as per AASB 138.57 (as noted above) are capitalised.

Costs incurred below these thresholds are immediately expensed directly to the Statement of Comprehensive Income.

Costs incurred in the research phase of a project are immediately expensed.

Subsequent measurement

The cost model is applied for subsequent measurement of intangible assets, requiring the asset to be carried at cost less any accumulated amortisation and accumulated impairment losses.

4.3.1 Amortisation and impairment

Charge for the period	2020 $'000	2019 $'000
Computer software	-	-
Total amortisation for the period	**-**	**-**

As at 30 June 2020 there were no indications of impairment to intangible assets.

The Library Board held no goodwill or intangible assets with an indefinite useful life during the reporting period. At the end of the reporting period there were no intangible assets not yet available for use.

Amortisation of finite life intangible assets is calculated on a straight line basis at rates that allocate the asset's value over its estimated useful life. All intangible assets controlled by the Library Board have a finite useful life and zero residual value. Estimated useful lives are reviewed annually.

The estimated useful lives for each class of intangible asset are:

Software[(a)]	3 to 5 years

(a) Software that is not integral to the operation of any related hardware.

Impairment of intangible assets

Intangible assets with indefinite useful lives are tested for impairment annually or when an indication of impairment is identified.

The policy in connection with testing for impairment is outlined in note 4.1.1.

5. OTHER ASSETS AND LIABILITIES

This section sets out those assets and liabilities that arose from the Library Board's controlled operations and includes other assets utilised for economic benefits and liabilities incurred during normal operations:

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

5. OTHER ASSETS AND LIABILITIES (CONTINUED)

	Notes	2020 $'000	2019 $'000
Receivables	5.1	412	338
Amounts receivable for services	5.2	31,227	28,716
Other current assets	5.3	648	559
Payables	5.4	303	210
Contract liabilities	5.5	199	37
Other liabilities	5.6	16	20

5.1 Receivables

	Notes	2020 $'000	2019 $'000
Current			
Trade receivables		77	118
Allowance for impairment of trade receivables		(5)	(5)
GST receivable		340	225
Total receivables		**412**	**338**

Trade receivables are recognised at original invoice amount less any allowances for uncollectible amounts (i.e. impairment). The carrying amount of net trade receivables is equivalent to fair value as it is due for settlement within 30 days.

5.2 Amounts receivable for services (Holding Account)

	2020 $'000	2019 $'000
Current	1,225	9,642
Non-current	30,002	19,074
Balance at end of period	**31,227**	**28,716**

Amounts receivable for services represent the non-cash component of service appropriations. It is restricted in that it can only be used for asset replacement or payment of leave liability.

Amounts receivable for services are considered not impaired (i.e. there is no expected credit loss of the Holding Account).

5.3 Other assets

	2020 $'000	2019 $'000
Current		
Prepayments	648	559
Balance at end of period	**648**	**559**

Other non-financial assets include prepayments which represent payments in advance of receipt of goods or services or that part of expenditure made in one accounting period covering a term extending beyond that period.

5.4 Payables

	2020 $'000	2019 $'000
Current		
Trade payables	52	40
Other payables	3	1
Accrued expenses	98	123
Accrued salaries	150	46
GST Payable	-	-
Balance at end of period	**303**	**210**

Payables are recognised at the amounts payable when the Library Board becomes obliged to make future payments as a result of a purchase of assets or services. The carrying amount is equivalent to fair value, as settlement is generally within 30 days.

Accrued salaries represent the amount due to staff but unpaid at the end of the reporting period. Accrued salaries are settled within a fortnight after the reporting period. The Library Board considers the carrying amount of accrued salaries to be equivalent to its fair value.

The accrued salaries suspense account (See Note 6.3.2 'Restricted cash and cash equivalents reconciliation' 27th pay) consists of amounts paid annually, from Library Board appropriations for salaries expense, into a Treasury suspense account to meet the additional cash outflow for employee salary payments in reporting periods with 27 pay days instead of the normal 26. No interest is received on this account.

5.5 Contract liabilities

	2020 $'000	2019 $'000
Opening balance at the beginning of the period	37	5
Additions	199	32
Revenue recognised in the reporting period	(37)	-
Closing balance at the end of the period	**199**	**37**
Current contract liabilities	199	37
Non-current contract liabilities	-	-

The Library Board's contract liabilities relate to private monies received to fund activities associated with the Better Beginnings program. Typically, a contract payment is received upfront for a 12 month calendar year period. Accordingly, this liability

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

5.5 Contract liabilities (continued)

reflects income received in advance for the period July – December 2020.

5.6 Other liabilities

	2020 $'000	2019 $'000
Current		
Receipts in suspense	-	-
Salaries clearing account	-	8
Unclaimed monies	16	12
Other current liabilities	-	-
Total current	**16**	**20**
Balance at end of period	**16**	**20**

6. FINANCING

This section sets out the material balances and disclosures associated with the financing and cashflows of the Library Board.

	Notes
Lease liabilities	6.1
Finance costs	6.2
Cash and cash equivalents	6.3
Restricted cash and cash equivalents	6.3.1

6.1 Lease liabilities

	2020 $'000	2019 $'000
Current	2	-
Non-current[(a)]	-	-
	2	**-**

(a) There is no lease liability for the right-of-use concessionary lease - building (note 4.2). The lease terms state that yearly rental of one peppercorn is payable if and when demanded. As the lease agreement does not assign a value to the peppercorn, a lease liability cannot be reliably measured.

The Library Board measures a lease liability, at the commencement date, at the present value of the lease payments that are not paid at that date. The lease payments are discounted using the interest rate implicit in the lease. If that rate cannot be readily determined, the Library Board uses the incremental borrowing rate provided by Western Australian Treasury Corporation.

Lease payments included by the Library Board as part of the present value calculation of lease liability include:

- fixed payments (including in-substance fixed payments), less any lease incentives receivable;
- variable lease payments that depend on an index or a rate initially measured using the index or rate as at the commencement date;
- Amounts expected to be payable by the lessee under residual value guarantees;
- The exercise price of purchase options (where these are reasonably certain to be exercised);
- Payments for penalties for terminating a lease, where the lease term reflects the Library Board exercising an option to terminate the lease.

The interest on the lease liability is recognised in profit or loss over the lease term so as to produce a constant periodic rate of interest on the remaining balance of the liability for each period. Lease liabilities do not include any future changes in variable lease payments (that depend on an index or rate) until they take effect, in which case the lease liability is reassessed and adjusted against the right-of-use asset.

Periods covered by extension or termination options are only included in the lease term by the Library Board if the lease is reasonably certain to be extended (or not terminated).

Variable lease payments, not included in the measurement of lease liability, that are dependent on sales are recognised by the Library Board in profit or loss in the period in which the condition that triggers those payments occurs.

This section should be read in conjunction with note 4.2

Subsequent measurement

Lease liabilities are measured by increasing the carrying amount to reflect interest on the lease liabilities; reducing the carrying amount to reflect the lease payments made; and remeasuring the carrying amount at amortised cost, subject to adjustments to reflect any reassessment or lease modifications.

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

6.2 Finance costs

	2020 $'000	2019 $'000
Finance costs		
Unwinding of discounts applied to provisions	-	-
Lease interest expense	-	-
Interest expense	-	-
Finance costs expensed	**-**	**-**

'Finance cost' includes the interest component of lease liability repayments, and the increase in financial liabilities and non-employee provisions due to the unwinding of discounts to reflect the passage of time.

6.3 Cash and cash equivalents

6.3.1 Reconciliation of cash

	Notes	2020 $'000	2019 $'000
Cash and cash equivalents		2,005	2,543
Restricted cash and cash equivalents	*6.3.2*	2,610	2,188
Balance at end of period		**4,615**	**4,731**

For the purpose of the statement of cash flows, cash and cash equivalent (and restricted cash and cash equivalent) asset comprise cash on hand and short-term deposits with original maturities of three months or less that are readily convertible to a known amount of cash and which are subject to insignificant risk of changes in value.

6.3.2 Restricted cash and cash equivalents reconciliation

	2020 $'000	2019 $'000
Current		
Royalties for Regions Fund[(a)]	68	2
Leah Jane Cohen Bequest[(b)]	41	55
Kay Poustie Scholarship	64	51
Heritage Film Digitisation Fundraising Appeal	1	-
Mining & Energy WA	17	17
Minderoo 'From Another View'	86	158
Other funds with restricted application[(c)]	689	307
Total current	**966**	**590**
Non-current		
Accrued salaries suspense account[(d)]	186	140
Leah Jane Cohen Bequest[(b)]	1,458	1,458
Total non-current	**1,644**	**1,598**
Balance at end of period	**2,610**	**2,188**

(a) Unspent funds are committed to projects and programs in WA regional areas.

(b) Principal to be held in perpetuity in accordance with conditions of bequest.

(c) Other funds with restricted application comprise Sholl bequest, Indian Oceans Territories, Rio Tinto in-kind support, Ideas Box, collection projects and general purpose donation funds.

(d) Funds held in the suspense account for the purpose of meeting the 27th pay in a reporting period that occurs every 11th year. This account is classified as non-current for 10 out of 11 years.

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

6.3.2 Restricted cash and cash equivalents reconciliation (continued)

Restricted Cash and Cash Equivalents Schedules

	Royalties for Regions Fund $'000	Leah Jane Cohen Bequest $'000	Kay Poustie Scholarship $'000	Heritage Film Digitisation Fundraising Appeal $'000	Mining & Energy WA $'000	Minderoo 'From Another View' $'000	Accrued Salaries Suspense Account (27th Pay) $'000	Other Funds With Restricted Application $'000	Total $'000
Opening balance at 1 July 2019	2	1,513	51	-	17	158	140	307	2,188
Restricted cash inflows	250	19	13	1	-	-	46	870	1,199
Restricted cash outflows	(184)	(33)	-	-	-	(72)	-	(488)	(777)
Closing balance at 30 June 2020	**68**	**1,499**	**64**	**1**	**17**	**86**	**186**	**689**	**2,610**
Opening balance at 1 July 2018	12	1,506	46	18	17	62	111	520	2,292
Restricted cash inflows	250	32	5	-	-	365	29	320	1,001
Restricted cash outflows	(260)	(25)	-	(18)	-	(269)	-	(533)	(1,105)
Closing balance at 30 June 2019	**2**	**1,513**	**51**	**-**	**17**	**158**	**140**	**307**	**2,188**

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

7. FINANCIAL INSTRUMENTS AND CONTINGENCIES

This note sets out the key risk management policies and measurement techniques of the Library Board.

	Notes
Financial instruments	7.1
Contingent assets and liabilities	7.2

7.1 Financial instruments

The carrying amounts of each of the following categories of financial assets and financial liabilities at the end of the reporting period are:

	2020 $'000	2019 $'000
Financial assets		
Cash and cash equivalents	2,005	2,543
Restricted cash and cash equivalents	2,610	2,188
Financial assets at amortised cost[(a)]	31,299	28,829
Total financial assets	**35,914**	**33,560**
Financial liabilities		
Financial liabilities at amortised cost	518	267
Total financial liability	**518**	**267**

(a) The amount of financial assets at amortised cost excludes GST recoverable from the ATO (statutory receivable).

7.2 Contingent assets and liabilities

Contingent assets and contingent liabilities are not recognised in the statement of financial position but are disclosed and, if quantifiable, are measured at best estimate.

Contingent assets and liabilities are presented inclusive of GST receivable or payable respectively.

7.2.1 Contingent assets

The Library Board is not aware of any contingent assets existing as at 30 June 2020.

7.2.2 Contingent liabilities

The Library Board is not aware of any contingent liabilities existing as at 30 June 2020.

Contaminated sites

Under the *Contaminated Sites Act 2003*, the Library Board is required to report known and suspected contaminated sites to the Department of Water and Environmental Regulation (DWER). In accordance with the Act, DWER classifies these sites on the basis of the risk to human health, the environment and environmental values. Where sites are classified as *contaminated – remediation required or possibly contaminated – investigation required*, the Library Board may have a liability in respect of investigation or remediation expenses.

The Library Board did not report any contaminated sites to DWER during the reporting period.

8. OTHER DISCLOSURES

This section includes additional material disclosures required by accounting standards or other pronouncements, for the understanding of this financial report.

	Notes
Events occurring after the end of the reporting period	8.1
Initial application of Australian Accounting Standards	8.2
Key management personnel	8.3
Related party transactions	8.4
Related bodies	8.5
Affiliated bodies	8.6
Remuneration of auditors	8.7
Equity	8.8
Services provided free of charge	8.9
Supplementary financial information	8.10
Explanatory statement	8.11

8.1 Events occuring after the end of the reporting period

There were no events occuring after the end of the reporting period that warrant disclosure.

8.2 Initial application of Australian Accounting Standards

(a) **AASB 15 Revenue from Contracts with Customers and AASB 1058 Income of Not-for-Profit Entities**

AASB 15 *Revenue from Contracts with Customers* replaces AASB 118 *Revenue* and AASB 111 *Construction Contracts* for annual reporting periods on or after 1 January 2019. Under the new model, an

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

8.2 Initial application of Australian Accounting Standards (continued)

entity shall recognise revenue when (or as) the entity satisfies a performance obligation by transferring a promised good or service to a customer and is based upon the transfer of control rather than transfer of risks and rewards.

AASB 15 focuses on providing sufficient information to the users of financial statements about the nature, amount, timing and uncertainty of revenue and cash flows arising from the contracts with customers. Revenue is recognised by applying the following five steps:

- Identifying contracts with customers
- Identifying separate performance obligations
- Determining the transaction price of the contract
- Allocating the transaction price to each of the performance obligations
- Recognising revenue when or as each performance obligation is satisfied.

Revenue is recognised either over time or at a point in time. Any distinct goods or services are separately identified and any discounts or rebates in the contract price are allocated to the separate elements.

In addition, income other than from contracts with customers are subject to AASB 1058 *Income of Not-for-Profit Entities*. Income recognition under AASB 1058 depends on whether such a transaction gives rise to liabilities or a contribution by owners related to an asset (such as cash or another asset) recognised by the Library Board.

The Library Board adopts the modified retrospective approach on transition to AASB 15 and AASB 1058. No comparative information is restated under this approach, and the Library Board recognises the cumulative effect of initially applying the Standards as an adjustment to the opening balance of accumulated surplus at the date of initial application (1 July 2019).

Under this transition method, the Library Board elects to not to apply the standards retrospectively to non-completed contracts at the date of initial application.

Refer to Note 3.1, 3.2 and 3.3 for revenue and income accounting policies adopted from 1 July 2019.

The effect of adopting AASB 15 and AASB 1058 as at 1 July 2019 are as follows:

	30 June 2020	Adjustments	30 June 2020 under AASB 118 and 1004
User charges and fees	585	-	585
Commonwealth grants	224	-	224
Other revenue	798	199	997
Net result	**1,607**	**199**	**1,806**

(b) **AASB 16 Leases**

AASB 16 *Leases* supercedes AASB 117 *Leases* and related Interpretations. AASB 16 primarily affects lessee accounting and provides a comprehensive model for the identification of lease arrangements and their treatment in the financial statements of both lessees and lessors.

The Library Board applies AASB 16 Leases from 1 July 2019 using the modified retrospective approach. As permitted under the specific transition provisions, comparatives are not restated. The cumulative effect of initially applying this Standard is recognised as an adjustment to the opening balance of accumulated surplus.

The main changes introduced by this Standard include identification of a lease within a contract and a new lease accounting model for lessees that require lessees to recognise all leases (operating and finance leases) on the Statement of Financial Position as right-of-use assets and lease liabilities, except for short term leases (lease terms of 12 months or less at commencement date) and low-value assets (where the underlying asset is valued less than $5,000). The operating lease and finance lease distinction for lessees no longer exists.

Under AASB 16, the Library Board takes into consideration all operating leases that were off balance sheet under AASB 117 and recognises:

(a) right-of-use assets and lease liabilities in the Statement of Financial Position, initially measured at the present value of future lease payments, discounted using the incremental borrowing rate (2.5%) on 1 July 2019;

(b) depreciation of right-of-use assets and interest on lease liabilities in the Statement of Comprehensive Income; and

(c) the total amount of cash paid as principal amount, which is presented in the cash flows from financing activities, and interest paid, which is presented in the cash flows from operating activities, in the Statement of Cash Flows.

In relation to leased vehicles that were previously classified as finance leases, their carrying amount before transition is used as the carrying amount of

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

8.2 Initial application of Australian Accounting Standards (continued)

the right-of-use assets and the lease liabilities as of 1 July 2019.

The right-of-use assets are assessed for impairment at the date of transition. Refer to note 4.1.1 for information on impairment of the opening balance of the right-of-use concessionary lease at cost (building).

On transition, the Library Board has elected to apply the following practical expedients in the assessment of its leases that were previously classified as operating leases under AASB 117:

a) A single discount rate has been applied to a portfolio of leases with reasonably similar characteristics;

b) The Library Board has relied on its assessment of whether existing leases were onerous in applying AASB 137 *Provisions, Contingent Liabilities and Contingent Assets* immediately before the date of initial application as an alternative to performing an impairment review. The Library Board has adjusted the ROU asset at 1 July 2019 by the amount of any provisions included for onerous leases recognised in the statement of financial position at 30 June 2019;

c) Where the lease terms at initial application ended within 12 months, the Library Board has accounted for these as short-term leases;

d) Initial direct costs have been excluded from the measurement of the right-of-use asset;

e) Hindsight has been used to determine if the contracts contained options to extend or terminate the lease.

The Library Board has not reassessed whether existing contracts are, or contained a lease at 1 July 2019. The requirements of paragraphs 9-11 of AASB 16 are applied to contracts that came into existence post 1 July 2019.

a. Measurement of lease liabilities

	$'000
Operating Lease Commitments disclosed as at 30 June 2019	8
Discounted using incremental borrowing rate at date of initial application[1]	7
Add: Finance lease liabilities recognised as at 30 June 2019	-
Less: Short-term leases not recognised as liability	-
Low value leases not recognised as liability	-
Lease liability recognised at 1 July 2019	**7**
Current lease liabilities	6
Non-current lease liabilities	1

[1] The WATC incremental borrowing rate was used for the purposes of calculating the lease transition opening balance.

8.3 Key management personnel

The Library Board has determined key management personnel to include cabinet ministers, board members and senior officers. The Library Board does not incur expenditures to compensate Ministers and those disclosures may be found in the *Annual Report on State Finances*.

The total fees, salaries, superannuation, non-monetary benefits and other benefits for members of the accountable authority of the Library Board for the reporting period are presented within the following bands:

Compensation of members of the accountable authority

Compensation Band ($)	2020	2019
0–10,000	13	14
	$'000	$'000
Short term employee benefits	-	-
Post employment benefits	-	-
Other long term benefits	-	-
Termination benefits	-	-
Total compensation of members of the accountable authority	**-**	**-**

The total fees, salaries, superannuation, non-monetary benefits and other benefits for senior officers of the Library Board for the reporting period are presented within the following bands:

Compensation of senior officers

Compensation Band ($)	2020	2019
50,001–60,000	2	-
60,001–70,000	-	1
100,001–110,000	-	1
120,001–130,000	2	-
170,001–180,000	-	1
180,001–190,000	1	1
270,001–280,000	-	1
290,001–300,000	1	-
	$'000	$'000
Short term employee benefits	809	709
Post employment benefits	77	74
Other long term benefits	(52)	18
Termination benefits	5	-
Total compensation of senior officers	**839**	**801**

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

8.3 Key management personnel (continue)

Total compensation includes the superannuation expense incurred by the Library Board in respect of senior officers.

The following Senior Officer acting arrangements existed during the 2019-20 reporting period:

- Manager Client Services acted in the Director Library Services position for the period 16 September 2019 – 31 December 2019.
- Chief Finance Officer acted in the Director Strategic and Corporate Services position for the period 1 October 2019 – 31 January 2020.

Compensation for these acting arrangements is included in the current year remuneration disclosures as each officer acted in Senior Officer positions for more than three months during the reporting period.

A Senior Officer resigned from the Director Collection Services position on 27 September 2019, with the Officer's remuneration included in the current year remuneration disclosures up until the termination date. An Officer was subsequently appointed to the Director Collection Services position from 1 January 2020 and their remuneration is included in the current year disclosures above.

8.4 Related party disclosures

The Library Board is a wholly owned and controlled public sector entity of the State of Western Australia.

Related parties of the Library Board include:

- all cabinet ministers and their close family members, and their controlled or jointly controlled entities;
- all senior officers and their close family members, and their controlled or jointly controlled entities;
- other agencies and statutory authorities, including related bodies, that are included in the whole of government consolidated financial statements (i.e. wholly-owned public sector entities);
- associates and joint ventures of a wholly-owned public sector entity; and
- the Government Employees Superannuation Board (GESB).

Material transactions with related parties

Outside of normal citizen type transactions with the Library Board, there were no other related party transactions that involved key management personnel and/or their close family members and/or their controlled (or jointly controlled) entities.

8.5 Related bodies

The Library Board does not have any related bodies.

8.6 Affiliated bodies

The Library Board does not have any affiliated bodies.

8.7 Remuneration of auditors

Remuneration paid or payable to the Auditor General in respect of the audit for the current financial year is as follows:

	2020 $'000	2019 $'000
Auditing the accounts, financial statements, controls and key performance indicators	34	34
	34	**34**

8.8 Equity

The Western Australian Government holds the equity interest in the Library Board on behalf of the community. Equity represents the residual interest in the net assets of the Library Board. The asset revaluation surplus represents that portion of equity resulting from the revaluation of non-current assets.

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

8.8 Equity (continued)

	2020 $'000	2019 $'000
Contributed equity		
Balance at start of period	57,305	57,305
Contributions by owners		
Capital contribution	-	-
Total contributions by owners	**57,305**	**57,305**
Balance at end of period	**57,305**	**57,305**
Reserves		
Asset revaluation surplus		
Buildings		
Balance at start of period	43,981	45,979
Transfer to accumulated surplus[(a)]	(43,981)	-
Net revaluation increments/(decrements)	-	(1,998)
	-	**43,981**
Collections		
Balance at start of period	41,136	42,543
Net revaluation increments/(decrements)		
Collections	(2,667)	522
Change in accounting estimate		
Collections	(163)	(1,580)
Correction of prior period errors:		
Collections	-	(349)
Works of art	-	-
Impairment adjustment		
Collections	-	-
	38,306	**41,136**
Balance at end of period	**38,306**	**85,117**
Asset transfer reserve		
Balance at start and end of period	721	721
Bequest reserve		
Balance at start and end of period	1,458	1,458
Balance at end of year	**1,458**	**1,458**
Total Reserves	**40,485**	**87,296**

	2020 $'000	2019 $'000
Accumulated surplus		
Balance at start of period	48,286	48,698
Transfer from asset revaluation reserve[(a)]	43,981	-
Result for the period	(45,933)	(412)
Balance at end of period	**46,334**	**48,286**
Total equity at end of period	**144,124**	**192,887**

(a) The Library Board applied AASB 16 Leases from 1 July 2019. As a result, the previous property, plant and equipment building asset at fair value was reclassified as a right-of-use concessionary lease (building) asset at cost. AASB 116.41 requires the revaluation surplus relating to the property, plant and equipment asset to be transferred to retained earnings when the asset is derecognised. Accordingly, the full amount of the asset revaluation reserve relating to the property, plant and equipment building asset at fair value ($43.981 million) was transferred to accumulated surplus at 1 July 2019.

THE LIBRARY BOARD OF WESTERN AUSTRALIA

Notes to the Financial Statements

FOR THE YEAR ENDED 30 JUNE 2020

8.9 Services provided free of charge

During the year the following resources were provided free of charge for functions outside the normal operations of the Library Board:

	2020 $'000	2019 $'000
State Records Office		
Employee costs	76	78
Accommodation costs	126	116
Supplies & services	4	5
	206	**199**
Department of Local Government, Sport and Cultural Industries[(a)]		
Employee costs	-	-
Accommodation costs	28	25
Supplies & services	1	1
	29	**26**

(a) The Department of Local Government, Sport and Cultural Industries occupied 172m^2 of space within the Alexander Library Building from 28 August 2017. The Department of Local Government, Sport and Cultural Industries subsequently occupied an additional 215m^2 of space within the Alexander Library Building from 12 April 2018.

8.10 Supplementary financial information

(a) **Write-offs**

During the financial year, $9,738 (2019: nil) was written off the Library Board's receivables ledger under the authority of:

	2020 $'000	2019 $'000
The accountable authority	9	-
The Minister	-	-
Executive Council	-	-
	9	**-**

(b) **Losses through theft, defaults and other causes**

There were no losses of public moneys through theft, default or other causes during the financial year.

(c) **Gifts of public property**

There were no gifts of public property during the financial year.

8.11 Explanatory Statement (Controlled Operations)

All variances between annual estimates (original budget) and actual result for 2020, and between the actual results for 2020 and 2019 are shown below. Narratives are provided for key major variances, which are greater than 10% and $1 million for the Statements of Comprehensive Income, Cash Flows and the Statement of Financial Position.

8.11.1 Statement of Comprehensive Income Variances

	Variance Note	Estimate 2020 $'000	Actual 2020 $'000	Actual 2019 $'000	Variance between estimate and actual $'000	Variance between actual results for 2020 and 2019 $'000
Statement of Comprehensive Income (Controlled Operations)						
Expenses						
Employee benefits expense		12,619	12,227	12,213	(392)	14
Supplies and services		4,718	5,149	5,148	431	1
Depreciation and amortisation expense		12,153	11,827	12,195	(326)	(368)
Impairment losses	1, A	-	2,403	-	2,403	2,403
Finance costs		-	-	-	-	-
Accommodation expenses		2,373	2,492	2,153	119	339
Grants and subsidies	2, B	300	43,576	305	43,276	43,271
Loss on disposal of non-current assets		-	-	-	-	-
Other expenses		408	413	319	5	94
Total cost of services		**32,571**	**78,087**	**32,333**	**45,516**	**45,754**
Income						
Revenue						
User charges and fees		890	585	670	(305)	(85)
Bequest trust and special purpose funds contributions		-	2	35	2	(33)
Commonwealth grants and contributions		245	224	217	(21)	7
Interest revenue		32	14	32	(18)	(18)
Sponsorship revenue		-	10	-	10	10
Other revenue		542	798	785	256	13
Total Revenue		**1,709**	**1,633**	**1,739**	**(76)**	**(106)**
Total income other than income from State Government		**1,709**	**1,633**	**1,739**	**(76)**	**(106)**
NET COST OF SERVICES		**30,862**	**76,454**	**30,594**	**45,592**	**45,860**
INCOME FROM STATE GOVERNMENT						
Service appropriation		29,097	29,097	29,116	-	(19)
Assets/liabilities assumed/(transferred)		-	-	-	-	-
Services received free of charge		845	1,174	786	329	388
Royalties for Regions Fund		250	250	250	-	-
Grants and subsidies from State Government		-	-	30	-	(30)
Total income from State Government		**30,192**	**30,521**	**30,182**	**329**	**339**
DEFICIT FOR THE PERIOD		**(670)**	**(45,933)**	**(412)**	**(45,263)**	**(45,521)**
OTHER COMPREHENSIVE INCOME						
Items not reclassified subsequently to profit or loss						
Changes in asset revaluation surplus		-	(2,830)	(3,405)	(2,830)	575
Total other comprehensive income		**-**	**(2,830)**	**(3,405)**	**(2,830)**	**575**
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD		**(670)**	**(48,763)**	**(3,817)**	**(48,093)**	**(44,946)**

8.11.1 Statement of Comprehensive Income Variances (continued)

Major Estimate and Actual (2020) Variance Narratives

1. Impairment losses and write-downs exceeded estimates by $2.403 million (100%). The Library Board applied AASB 16 Leases for the first time from 1 July 2019. As a result, the previous property, plant and equipment building asset at fair value was reclassified as a right-of-use concessionary lease (building) asset at cost. AASB 16.33 requires right-of-use assets to be assessed for impairment at the date of transition. The building was revalued as at 1 July 2019 by the Western Australian Land Information Authority (Valuations and Property Analytics). The depreciated replacement cost (recoverable amount) of the building as at the transition date was lower than the carrying amount of the right-of-use concessionary lease (building) asset at cost. Accordingly, a write-down of $2.403 million was recognised in the Statement of Comprehensive Income.
2. Grants and subsidies exceeded estimates by $43.276 million (14,425.3%). On 1 July 2020, the Library Board will implement a new model for public library services in Western Australia. This strategy will result in the introduction of a new multi-tiered support model for public libraries, determined by the ability to meet agreed criteria for service provision and population size and the introduction of a new cash and notional (in-kind) grants based model for the allocation of annual State Government funding that is not limited to the purchase of physical library stock but could also be used for technological infrastructure, innovative programs and services or other defined priorities. To facilitate this change, control of public library materials purchased by the Library Board and held in public libraries has been transferred to relevant local government authorities. Accordingly, the Public Library Collection at cost has been derecognised as at 30 June 2020 and a corollary in-kind grants expense ($43.343 million) was recognised in the Statement of Comprehensive Income.

Major Actual (2020) and Comparative (2019) Variance Narratives

A. Impairment losses and write-downs increased by $2.403 million (100%). The Library Board applied AASB 16 Leases for the first time from 1 July 2019. As a result, the previous property, plant and equipment building asset at fair value was reclassified as a right-of-use concessionary lease (building) asset at cost. AASB 16.33 requires right-of-use assets to be assessed for impairment at the date of transition. The building was revalued as at 1 July 2019 by the Western Australian Land Information Authority (Valuations and Property Analytics). The depreciated replacement cost (recoverable amount) of the building as at the transition date was lower than the carrying amount of the right-of-use concessionary lease (building) asset at cost. Accordingly, a write-down of $2.403 million was recognised in the Statement of Comprehensive Income.

B. Grants and subsidies increased by $43.271 million (14,187.2%). On 1 July 2020, the Library Board will implement a new model for public library services in Western Australia. This strategy will result in the introduction of a new multi-tiered support model for public libraries, determined by the ability to meet agreed criteria for service provision and population size and the introduction of a new cash and notional (in-kind) grants based model for the allocation of annual State Government funding that is not limited to the purchase of physical library stock but could also be used for technological infrastructure, innovative programs and services or other defined priorities. To facilitate this change, control of public library materials purchased by the Library Board and held in public libraries has been transferred to relevant local government authorities. Accordingly, the Public Library Collection at cost has been derecognised as at 30 June 2020 and a corollary in-kind grants expense ($43.343 million) was recognised in the Statement of Comprehensive Income.

8.11.2 Statement of Financial Position Variances

	Variance Note	Estimate 2020 $'000	Actual 2020 $'000	Actual 2019 $'000	Variance between estimate and actual $'000	Variance between actual results for 2020 and 2019 $'000
Statement of Financial Position (Controlled Operations)						
ASSETS						
Current Assets						
Cash and cash equivalents		2,314	2,005	2,543	(309)	(538)
Restricted cash and cash equivalents		561	966	590	405	376
Receivables		449	412	338	(37)	74
Amounts receivable for services	3, C	9,223	1,225	9,642	(7,998)	(8,417)
Other current assets		470	648	559	178	89
Total Current Assets		**13,017**	**5,256**	**13,672**	**(7,761)**	**(8,416)**
Non-Current Assets						
Restricted cash and cash equivalents		1,569	1,644	1,598	75	46
Amounts receivable for services	4, D	22,318	30,002	19,074	7,684	10,928
Property, plant and equipment	5, E	46,723	474	42,906	(46,249)	(42,432)
Right-of-use assets	6, F	-	39,212	-	39,212	39,212
Library collections	7, G	119,822	70,862	118,542	(48,960)	(47,680)
Intangible assets		-	-	-	-	-
Total Non-Current Assets		**190,432**	**142,194**	**182,120**	**(48,238)**	**(39,926)**
TOTAL ASSETS		**203,449**	**147,450**	**195,792**	**(55,999)**	**(48,342)**
LIABILITIES						
Current Liabilities						
Payables		815	303	210	(512)	93
Contract liabilities		-	199	-	199	199
Lease liabilities		-	2	-	2	2
Employee related provisions		2,227	2,293	2,139	66	154
Other current liabilities		-	16	57	16	(41)
Total Current Liabilities		**3,042**	**2,813**	**2,406**	**(229)**	**407**
Non-Current Liabilities						
Employee related provisions		530	513	499	(17)	14
Total Non-Current Liabilities		**530**	**513**	**499**	**(17)**	**14**
TOTAL LIABILITIES		**3,572**	**3,326**	**2,905**	**(246)**	**421**
NET ASSETS		**199,877**	**144,124**	**192,887**	**(55,753)**	**(48,763)**
EQUITY						
Contributed equity		57,305	57,305	57,305	-	-
Reserves		96,358	40,485	87,296	(55,873)	(46,811)
Accumulated surplus		46,214	46,334	48,286	120	(1,952)
TOTAL EQUITY		**199,877**	**144,124**	**192,887**	**(55,753)**	**(48,763)**

8.11.2 Statement of Financial Position Variances (continued)

Major Estimate and Actual (2020) Variance Narratives

3. Amounts receivable for services (current) were under estimates by $7.998 million (86.7%) due to a 2020-21 whole-of-government budget adjustment to repurpose funding for public library materials from a capital allocation to a recurrent allocation, to support the introduction of a new model for public library services on 1 July 2020. Accordingly, the current amounts receivable for services reflects expected State Reference Library materials funding drawdowns only.
4. Amounts receivable for services (non-current) exceeded estimates by $7.684 million (34.4%). This movement reflects the corollary (non-current) impact of the 2020-21 whole-of-government budget adjustment to recategorise funding for public library materials from a capital allocation to a recurrent allocation.
5. Property, plant and equipment was under estimates by $46.249 million (99.0%) predominantly due to reclassification of the Alexander Library Building to right-of-use assets following the introduction of AASB 16 Leases on 1 July 2019.
6. Right-of-use assets exceeded estimates by $39.212 million (100%) predominantly due to reclassification of the Alexander Library Building from property, plant and equipment following the introduction of AASB 16 Leases on 1 July 2019. In addition, the Library Board recognised a pool motor vehicle as a right-of-use asset in accordance with the requirements of the new Standard.
7. Library collections were under estimates by $48.960 million (40.9%) predominantly due to the following:
   a) On 1 July 2020, the Library Board will implement a new model for public library services in Western Australia. This strategy will result in the introduction of a new multi-tiered support model for public libraries, determined by the ability to meet agreed criteria for service provision and population size and the introduction of a new cash and notional (in-kind) grants based model for the allocation of annual State Government funding that is not limited to the purchase of physical library stock but could also be used for technological infrastructure, innovative programs and services or other defined priorities. To facilitate this change, control of public library materials purchased by the Library Board and held in public libraries has been transferred to relevant local government authorities. Accordingly, the Public Library Collection at cost has been derecognised as at 30 June 2020 and a corollary in-kind grants expense ($43.343 million) was recognised in the Statement of Comprehensive Income.
   b) As a result of adverse market conditions, the fair value of map, pictorial and rare books sub-collections of the Heritage Collection declined by $2.998 million.

Major Actual (2020) and Comparative (2019) Variance Narratives

C. Amounts receivable for services (current) decreased by $8.417 million (87.3%) due to a 2020-21 whole-of-government budget adjustment to repurpose funding for public library materials from a capital allocation to a recurrent allocation, to support the introduction of a new model for public library services on 1 July 2020. Accordingly, the current amounts receivable for services reflects expected State Reference Library materials funding drawdowns only.

D. Amounts receivable for services (non-current) increased by $10.928 million (57.3%). This movement reflects the corollary (non-current) impact of the 2020-21 whole-of-government budget adjustment to recategorise funding for public library materials from a capital allocation to a recurrent allocation.

E. Property, plant and equipment decreased by $42.432 million (98.9%) predominantly due to reclassification of the Alexander Library Building to right-of-use assets following the introduction of AASB 16 Leases on 1 July 2019.

F. Right-of-use assets increased by $39.212 million (100%) predominantly due to reclassification of the Alexander Library Building from property, plant and equipment following the introduction of AASB 16 Leases on 1 July 2019. In addition, the Library Board recognised a pool motor vehicle as a right-of-use asset in accordance with the requirements of the new Standard.

8.11.2 Statement of Financial Position Variances (continued)

G. Library collections decreased by $47.680 million (40.2%) predominantly due to the following:

   a) On 1 July 2020, the Library Board will implement a new model for public library services in Western Australia. This strategy will result in the introduction of a new multi-tiered support model for public libraries, determined by the ability to meet agreed criteria for service provision and population size and the introduction of a new cash and notional (in-kind) grants based model for the allocation of annual State Government funding that is not limited to the purchase of physical library stock but could also be used for technological infrastructure, innovative programs and services or other defined priorities. To facilitate this change, control of public library materials purchased by the Library Board and held in public libraries has been transferred to relevant local government authorities. Accordingly, the Public Library Collection at cost has been derecognised as at 30 June 2020 and a corollary in-kind grants expense ($43.343 million) was recognised in the Statement of Comprehensive Income.

   b) As a result of adverse market conditions, the fair value of map, pictorial and rare books sub-collections of the Heritage Collection declined by $2.998 million.

8.11.3 Statement of Cash Flows Variances

Statement of Cash Flows (Controlled Operations)	Variance Note	Estimate 2020 $'000	Actual 2020 $'000	Actual 2019 $'000	Variance between estimate and actual $'000	Variance between actual results for 2020 and 2019 $'000
CASH FLOWS FROM STATE GOVERNMENT						
Service appropriation		16,944	16,944	16,904	-	40
State grants and subsidies		-	-	30	-	(30)
Capital appropriation		-	-	-	-	-
Holding account drawdowns		9,642	9,642	9,671	-	(29)
Royalties for Regions Fund		250	250	250	-	-
Net cash provided by State Government		**26,836**	**26,836**	**26,855**	**-**	**(19)**
CASH FLOWS FROM OPERATING ACTIVITIES						
Payments						
Employee benefits		(12,575)	(11,960)	(12,587)	615	627
Supplies and services		(4,635)	(4,971)	(5,200)	(336)	229
Finance costs		-	-	-	-	-
Accommodation		(1,629)	(1,571)	(1,543)	58	(28)
Grants and subsidies		(300)	(233)	(305)	67	72
GST payments on purchases		(1,507)	(1,494)	(1,419)	13	(75)
Other payments		(408)	(409)	(185)	(1)	(224)
Receipts						
Sales of goods and services		-	-	-	-	-
User charges and fees		735	514	595	(221)	(81)
Commonwealth grants and contributions		245	224	217	(21)	7
Interest received		32	19	33	(13)	(14)
Sponsorship revenue		-	10	-	10	10
GST receipts on sales		74	155	134	81	21
GST receipts from taxation authority		1,434	1,225	1,396	(209)	(171)
Other receipts		653	1,051	1,025	398	26
Net cash (used in) operating activities		**(17,881)**	**(17,440)**	**(17,839)**	**441**	**399**
CASH FLOWS FROM INVESTING ACTIVITIES						
Purchase of non-current physical assets		(9,642)	(9,506)	(8,945)	136	(561)
Net cash (used in) investing activities		**(9,642)**	**(9,506)**	**(8,945)**	**136**	**(561)**
CASH FLOWS FROM FINANCING ACTIVITIES						
Principal elements of lease payments		-	(6)	-	(6)	(6)
Net cash (used in) financing activities		**-**	**(6)**	**-**	**(6)**	**(6)**
Net increase/(decrease) in cash and cash equivalents		(688)	(116)	71	572	(187)
Cash and cash equivalents at the beginning of the reporting period		5,132	4,731	4,660	(401)	71
Cash and cash equivalents at the end of the reporting period		**4,444**	**4,615**	**4,731**	**171**	**(116)**

8.11.3 Statement of Cash Flows Variances (continued)

Major Estimate and Actual (2020) Variance Narratives

Nil.

Major Actual (2020) and Comparative (2019) Variance Narratives

Nil.

State Library
OF WESTERN AUSTRALIA

SECTION 7

Key Performance Indicators

2019
2020

GOVERNMENT GOAL

Better Places: A quality environment with livable and affordable communities and vibrant regions.

OUTCOMES AND KEY EFFECTIVENESS INDICATORS

Outcome One

Western Australia's cultural and documentary collections are acquired, preserved and accessible.

1. Percentage increase in items added to the collection.

The State Library of Western Australia aims to acquire a significant collection of the State's documentary heritage to tell the social, political, economic and cultural history of Western Australia for current and future generations. Items are acquired through donation, purchase and legal deposit, but the number of items acquired each year is dependent on publishing output and the availability of private collections for purchase. Collections counted in this measure are monographs, serials, maps, films, oral histories, sound recordings, microfilms and pictorial images. They do not include ephemera or private archives because of the difficulty in measuring this material which is recorded in metres.

2017–2018	-18.7%	
2018–2019	6.9%	
2019–2020	**-17.1%**	(Budget Papers target -15.6%)

Commentary:

The KPI measures the change in the number of items added to the published heritage collections through purchase, donation or legal deposit compared to the previous year. A negative percentage means that less new items were added to heritage collections in this reporting period than in the previous corresponding reporting period. This year, 21,023 items were added to heritage collections, 17 percent less than the 25,365 added in 2018–2019.

The year on year decrease in the number of items collected is mainly due to; the closure / merging of some community newspapers and the suspension of publication of some other community newspapers in response to the COVID-19 pandemic, a reduction in printed government publications that are now exclusively published in digital format and the clearance of a backlog of print publications in the previous year.

There is also volatility in the KPI in that it reflects the availability of collections for purchase, donation and legal deposit and the numbers of staff to acquire and process collection materials.

The KPI does not include the significant effort required to acquire, describe, preserve and store private archives. For example, a private archive collection might consist of hundreds or thousands of letters, diaries, minutes books or corporate files. This may involve hundreds of hours of staff time whereas for a published Western Australian book this would take less than an hour.

In 2019–2020, the State Library added 65 metres of private archives to heritage collections.

2. Proportion of heritage collections maintained within set standards.

The State Library of Western Australia aims to store collections within appropriate environmental conditions. To maintain a significant set of heritage materials these collections are housed under different conditions to general collections in the State Library Building. Controlled conditions include temperature, humidity, light, and the filtration of gaseous and airborne pollutants.

2017–2018	85%	
2018–2019	82%	
2019–2020	**80%**	(Budget Papers target 90%)

Commentary:

The indicator measures the percentage of physical State Library heritage collections that are maintained within appropriate environmental conditions relevant for each format of collection materials. The indicator is below the target due to fluctuating humidity levels in some collection storage areas.

3. Percentage increase in the usage of the collections on-site and online.

The purpose of collecting Western Australia's documentary heritage is to make it accessible for people to use. While much of the heritage collection is only available in a physical format from within the State Library, increasingly collections are being digitised to make them accessible online through the Library's database. Material that is born digital is also being collected and made available. These figures do not include usage of digitised Western Australian newspapers made available through the National Library of Australia's Trove service.

2017–2018	-3.2%	
2018–2019	-0.2%	
2019–2020	**14.1%**	(Budget Papers target 0%)

Commentary:

The number of uses of on-site and online materials was impacted by the closing of the State Library building in response to the COVID-19 pandemic. The State Library's focus on the delivery of online collections and services saw a significant increase in the use of online heritage collection images.

This KPI does not include the number of page views of Western Australian newspapers on the Trove online service; there were 4.36 million pages views of this content in 2019–2020.

Outcome Two

The Western Australian public library network is supported through access to library materials and services.

1. The extent to which Western Australians are provided with access to library materials.

The State Library of Western Australia works in partnership with local governments to facilitate community access to public library materials. Access in this context is measured as the number of new physical library materials provided, the number of community accesses to digital library materials (ebooks, eaudiobooks, emagazines, streaming videos and database downloads), and the number of inter library loans facilitated through the State-wide service. This is divided by the State's population.

2017–2018	0.9	
2018–2019	1.0	
2019–2020	**1.33**	(Budget Papers target 1.0)

Commentary:

This indicator continues to be driven by an increase in the usage of online resources available to any member of a Western Australian public library from their own home or from a mobile device linked to their public library membership.

This increase accelerated during the COVID-19 pandemic,

when all public libraries in Western Australia where directed by Government to close from 23 March 2020. In response, members of public libraries turned to eresources and online databases for education, enterprise and entertainment. There was a 24 percent increase in the use of eresources in the year; 2.2 million ebooks, eaudiobooks and emagazines where downloaded. The use of online databases and steaming films increased 89 percent, largely driven by the most popular online database, Ancestry Library Edition, being made available to any member of a Western Australian public library in their own home (this was in response to COVID-19, normally this database is only available in public libraries).

Outcome Three

The Western Australian community benefits from engaging with the State Library's services.

1. **Percentage of clients satisfied with the State Library's collections and services.**

This measures the extent to which the Library's collections and services meet the needs of the Western Australian public.

Normally, clients are surveyed in four separate periods to gather information regarding their satisfaction with library services across the reporting year. This year, due to the State Library being directed to close to the public, client feedback was only collected in three periods. 400 clients provided an appraisal of State Library collections and services. At a 95 percent confidence level, the estimated maximum sampling error is plus or minus 5 percent.

	2017–2018	2018–2019	2019–2020
Satisfied or very satisfied	92.8%	94.4%	**95.25%**
Neutral	3.9%	3.5%	**2.25%**
Dissatisfied	3.3%	2.1%	**2.5%**

(Budget Papers target 92%)

Commentary:

Clients of the State Library's collections and services continue to report a high level of satisfaction.

2. **Percentage of Western Australians who actively engage with the State Library's services.**

The State Library provides a wide range of information and services to the community from the State Library Building, online through its website and with community partners through the Better Beginnings family literacy program. The indicator measures visitation to the Library, online use of the website and catalogue (including multiple visitations by the same person), the number of downloads of third-party online resources by State Library members and the number of Better Beginnings packs delivered to families as a proportion of the population.

2017–2018 96%
2018–2019 87%
2019–2020 97% (Budget Papers target 87%)

Commentary:

Similar to the indicator for access to (public) library materials, the closure of the State Library due to the COVID-19 pandemic meant that people could not visit the building, but they quickly shifted their engagement to State Library online collections and services. As for public library members, State Library members were able to access Ancestry Library Edition in their own home and this drove a 112 percent increase in the use of online databases for the year.

SERVICES AND KEY EFFICIENCY INDICATORS

Collection Services

Ensuring Western Australia's documentary collections are acquired, preserved and made accessible for future generations.

1. **Cost per new item added to the collection.**

This indicator measures the cost per item that is added to the heritage collections.

2017–2018 $422.31
2018–2019 $343.27
2019–2020 $459.92 (Budget Papers target $399.84)

Commentary:

The indicator was above the target due to less than the expected number of items being acquired for heritage collections. Also impacting the indicator was the inclusion of a material item in the Library Board's total cost of services. The Library Board applied AASB 16 Leases for the first time from 1 July 2019. As a result, the previous property, plant and equipment building asset at fair value was reclassified as a right-of-use concessionary lease (building) asset at cost. The new Standard requires right-of-use assets to be assessed for impairment at the date of transition. As a result of declining market conditions, the Western Australian Land Information Authority (Valuations and Property Analytics) found that the depreciated replacement cost of the building had decreased. Accordingly, an impairment loss of $2.403 million was recognised as at 1 July 2019.

PUBLIC LIBRARY SERVICES

Supporting the public library network through facilitating access to library material and services.

1. **Average cost of administering services to public libraries.**

2017–2018 $69,793
2018–2019 $70,725
2019–2020 $74,112 (Budget Papers target $60,738)

Commentary:

At 30 June 2020, there were 233 public libraries in Western Australia.

The indicator was impacted by a higher than expected proportion of the total cost of services being allocated to public library services. This was due to lower than expected salaries and other operating costs in the other service areas (Collection Services and Library, Literacy and Community Engagement). Also impacting the indicator was the impairment loss of $2.403 million detailed in the cost per new item added to the collection indicator above.

The total cost of services used in the average cost of administering services to public libraries calculation excludes $43.343 million relating to the transfer of public library collections to local governments which has been treated as a grants expense. Grants expense has been excluded as it is not constant year to year and does not provide useful comparative information to readers.

LIBRARY, LITERACY AND COMMUNITY ENGAGEMENT

Ensuring that the State Library acts as a community hub in delivering literacy and learning outcomes to the Western Australian community.

1. **Cost per engagement with State Library of Western Australia services.**

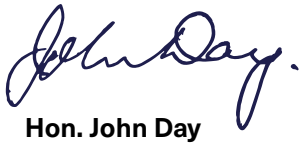
2017–2018	$3.72	
2018–2019	$3.17	
2019–2020	**$3.04**	(Budget Papers target $3.84)

Commentary:

The indicator is below the target due to a greater number of engagements than expected.

CERTIFICATION OF KEY PERFORMANCE INDICATORS

We hereby certify that the Key Performance Indicators are based on proper records, are relevant and appropriate for assisting users to assess the Library Board of Western Australia's performance, and fairly represent the performance of the Library Board of Western Australia for the financial year ended 30 June 2020.



Hon. John Day
Chairman
Library Board of Western Australia
3 September 2020

Anne Banks-McAllister AM
Vice Chairman
Library Board of Western Australia
3 Sepember 2020

State Library
OF WESTERN AUSTRALIA

SECTION 8

Appendices

2019
2020

SECTION 8: APPENDICES

Staff Members

The following full-time and part-time permanent and contract staff were employed at the State Library of Western Australia at 30 June 2020.

EXECUTIVE OFFICE

CEO and State Librarian
Margaret Allen

Louise Brick
Karen Farmer
Rod Forgus
Oliver Gatty
Charles Hayne
Elizabeth Holmsen
Ara Jansen
Sally Kelso
Colette McCann
Jane Masterman
Tracy Peacock
Perryn Warton
Chloe Withnell

STRATEGIC AND CORPORATE SERVICES DIRECTORATE

Director Strategic and Corporate
Chris Penwald

MD Siddik Ahmed
Zofia Carter
Grace Chui
Nicholas Cowie
James Dew
Anita Freeman
Celine Har
Benjamin Hoper
Ian Kane
Catherine Kelso
Jennifer Leunig
Roxana Loveland
William McKay
Christopher Pratt
Nadine Redmond
Lily Thorne-Stoate
Illona Tobin
Peter Tranter
Peter Vuckovic

LIBRARY SERVICES DIRECTORATE

Director Library Services
Elizabeth Spencer

Kate Akerman
Claude Andre
Theresa Archer
Pena Atanasoff
Michelle Campbell
Fiona Caratozzolo
Janice Cauilan
Chantay Chia
Kylie Coleman
Naomi Corteen
Linda Davis
Stephanie De Melo
Janet Deegan
Marianne Dingli
Jennifer Donovan
Mary Doyle
Wayne Eades
Kate Eckersley
Ian Edmonds
Peter Edwards
Sophie Farrar
Katherine Gregory
Karen Harris
Michael Harris
Tracey Hawkins
Gabrielle Hinchliffe
Cathryn Holker
Cailin Howells
Sue Hunter
Atia Ibrahim
Don Jagodage
Linley Janssen
Shannon Leahy
Mary Magaraggia
Jaye McCracken
Tricia McKenzie
Carina McPherson
Andrew Meredith
Wanjiku Moite
Sue North
Rebecca Ong
Helen Ouf
Chris Owen
Erik Persson
Pam Phelan
Nicole Piontek
Anna Pretorius
Jordanna Rebbeck
Cameron Rogers
Julie Sheren
Irena Sikorska
Carol Smith
Anne Sotzik
Adele Sugars
Molly Tebo
Linda Thorne
Denien Toomath
Adam Trainer
Rachel Turner
Alison Underwood
Margaret Watts
Maryam Yousefi-Mitchell

COLLECTION SERVICES DIRECTORATE

Director Collection Services
Susan McEwan

Cristina Albillos
Laurie Allen
Susan Anderson
Janet Applegate
Simone Barnes
Ewa Bieniawski
Andrew Black
Maureen Blackford
Jeff Booth
George Borzyskowski
Jean Butler
Michelle Collier
Cynthia Coombs
Jennifer Crabtree
Lucy Dal Busco
Amanda De Cinque
Annette Del Bianco
Rachel Den Haan
Maureen D'Rozario
Robyn Edwards
Samantha Fairbanks
Jennifer Feehan
Michelle Francis
Karen Godfrey
Frances Hammond
Kerrin Hampson
Emma-Lee Hazeldean
Sue Hegney
Alison Hocken
David Hodgson
Philip Hough
Heather Jenkins
Jennifer Jenkins
Debra Jones
Paul Kelvin
Linda Laycock
Susan Low
Gemma Lyon
Pam Marciano
Helen Marsh
Inigo Martinez
Brooke McKnight
Gregg McMichan
Carolyn Mitchell
Wendy Monaghan
Maria Neale
Caroline Nightingale
Anne Oakes
Glenda Oakley
Gary Obrecht
Josephine O'Connor
Megan O'Connor
Kerry Randall
Daniel Rozas Nunez
Edward Ryan
Rosene Saks
Samad Selamat
Jeanette Shepherd
Robert Simeon
Scott Smith
Salwa Soliman
Courtney Swartz
Fernando Tafani
Brian Walker
Urszula Wiejowski
Bindy Wilson
Ross Withnell
Suan Yoong
Toni Young

SECTION 8: APPENDICES

Terry Campbell Award for Service Excellence

The Terry Campbell Award for Service Excellence is awarded to a staff member who, on a particular occasion, or by general attitude to the public or to staff, deserves special recognition in any area of the State Library's services. Nominations are received from staff or members of the public.

The Award is in memory of Terry Campbell (1931–1989) who worked as a receptionist and telephonist with the State Library and was unfailingly helpful and courteous. This Award recognises staff displaying excellence in service delivery.

The following staff received the award in 2019–2020:

- Tui Raven for an outstanding contribution to the From Another View partnership.
- Pena Atanasoff, Deepak, Feisal Hussain, Margaret Watts, Rebecca Ong, Ben Hoper and Ian Kane for demonstrating outstanding professionalism, concern and care for a patron.
- Libby Holmsen, Karen Farmer, Sally Kelso, Roxy Loveland and Charles Hayne for raising the profile of the State Library within the community and across government.
- Andrew Meredith for excellent service to a patron.
- Michelle Campbell and Linda Thorne for leading the development of new family literacy outreach resources for the Western Australian community.
- Peter Edwards for outstanding attention to detail, perseverance and thoughtfulness in his handling of National Redress Scheme enquiries.

SECTION 8: APPENDICES

Partners and Collaborators

The **Friends of the Battye Library Inc.** have continued to be a valued collaborator of the State Library's J.S. Battye Library of West Australian History through assisting with the preservation, digitisation and promotion of Western Australian documentary heritage. This year, the Library Board of Western Australia appointed Friends of Battye Library as a Fellow in recognition of their continued outstanding support of the State Library and State Records Office Office.

The Library acknowledges the significant long-time partnerships with every **local government** in Western Australia for the provision of public library services. Public libraries remain one of the most used and important public institutions for the betterment of our society.

Family History WA (formerly the Western Australian Genealogy Society Inc.) has provided volunteers to assist in the delivery of family history services from the State Library for the past 35 years.

State Library valued partners and collaborators in 2019–2020 included:

Aboriginal Culture and History WA
Activ Adult Learning Australia
Art Gallery of Western Australia
Association of Independent Schools of Western Australia Inc.
Australian Children's Literature Alliance
Australian Institute of Aboriginal and Torres Strait Islander Studies
Australian Libraries Copyright Committee
Australian Library and Information Association (ALIA)
Australian Red Cross
Australian Research Council
Awesome Arts
British Museum
Carnamah Historical Society and Museum
Central Institute of Technology (Adult Migrant Education Program)
Centre for Stories
Child and Adolescent Community Health
Chung Wah Association
Community Adult Literacy Foundation
Curtin University
Deakin University
Department of Communities, Child Protection and Family Support
Department of Education
Department of Health
Department of Justice
Department of Local Government, Sport and Cultural Industries
Department of Mines, Industry Regulation and Safety
Department of Planning, Lands and Heritage
Department of Primary Industries and Regional Development
Department of Training and Workforce Development
Dyslexia-SPELD Foundation
Edith Cowan University
Family History WA
Fogarty Foundation
Fremantle Press
Friends of Battye Library Inc.
Good Things Foundation (Be Connected)
Kids Own Publishing
Magabala Books
McCusker Centre for Citizenship
Minderoo Foundation
Monash University
Mowanjum Artists Spirit of the Wandjina Aboriginal Corporation
Murdoch University
Museum of Perth
National and State Libraries Australia (NSLA)
National Film and Sound Archives
National Library of Australia
National Trust of Australia (WA)
New Norcia Benedictine Community
North Metropolitan TAFE
Nyamba Buru Yawuru
Office of Multicultural Interests
Oral History Association of Australia, WA Branch Inc.
Outcare
Parliamentary History Advisory Committee - (Parliament of Western Australia)
Perth Institute of Contemporary Arts (PICA)
Perth Festival
Perth Theatre Trust
Playgroup WA
Polly Farmer Foundation
Professional Historians Association (WA) Inc.
Propel Youth Arts
Public Libraries Western Australia Inc. (PLWA)
Public Sector Commission
Read Write Now
Rio Tinto
Revelation Perth International Film Festival
Royal Association of Justices of Western Australia Inc.
Scitech
South Metropolitan TAFE
Screenwest
Seven West Media
State Records Office of Western Australia
The Smith Family
The University of Western Australia
Think Child Care
Total Green Recycling
United Way
VisAbility
WA Country Health Service
Western Australian Adult Literacy Council (WAALC)
Western Australian Local Government Association (WALGA)
Western Australian Museum
Western Australian Primary Principals Association
Western Australian Veterinary Emergency and Speciality (WAVES)
Wirrpanda Foundation

Fundraising and Peer of the State Library

More than $19,000 was raised through a combination of fundraising initiatives including donation boxes and credit card donation devices.

In 2019–2020 the number of Peers of the State Library increased to 16:

- Robert O'Connor QC
- Dr Pamela Statham-Drew and Nick Drew
- Elizabeth Frayne
- Margaret Nowak AM
- Margaret Allen PSM
- Georgina Pearce
- Peter Williams
- Kerry Smith
- John Collins
- Bao-Ying McMullan
- Roslynn Membrey
- Ian and Rebecca Repper
- Andrew Woods
- Anonymous (1)

Peers of the State Library are individuals who support the Library through cash donations of $250 or more for the purpose of enriching and promoting its collections and for the benefit and enjoyment of the people of Western Australia. The program encourages individuals to play a valuable role in the growth of the State Library by committing to an annual donation. Platinum Peers generously donated $5,000 or more.

SECTION 8: APPENDICES

Volunteers

Volunteers play an important role in the State Library, working alongside staff assisting with activities, short term projects and events. They assist with:

- checking library holdings, online availability and values of books;
- early literacy programs for pre-school age children;
- rehousing and listings of private archives;
- oral history summaries;
- text correction of Western Australian newspapers on Trove;
- guided tours; and
- staffing the Family History Centre in the Battye Library.

In 2019–2020, volunteers donated 5,661 hours of their time to the people of Western Australia. Methodology provided by the Economic, Social and Cultural Value of Volunteering to Western Australia estimated this benefited the local community to the value of $433,445.

Volunteers from **Family History WA** responded to 2,079 enquiries from people researching their family history.

This year **Patricia de Haer** was nominated for the WA Volunteer of the Year Awards in the People's Choice category, however due to COVID-19 these awards have been postponed until 2021. Over the past 37 years, Patricia has supported others in both formal and informal volunteering. In 1992 she volunteered with the Western Australian Genealogical Society (WAGS), but left not long after to support family members. Twelve years ago, Patricia contacted the Library to volunteer and since then has assisted in maintaining the microfiche collection. This collection supports the work of researchers of Western Australian history and family history and includes electoral rolls, immigration records, convict records, births, deaths and marriages.

While some volunteering continued remotely, all volunteering at the Library ceased by Friday 20 March 2020 due to COVID-19. The first volunteer returned on 24 June 2020.

The Library would like to thank and acknowledge all volunteers who provided valuable assistance in 2019–2020.

Patrick Bunbury
Bevan Carter
Christine Cavanagh
Bob Chee
Zena Coffey
George Cowcher
Kris Cullen
Patricia de Haer
Libby Delany
Marilyn Dimond
Brooke Donabie
Perpetua Durack-Clancy
Colleen Fancote
Liana Fitzpatrick
Susan Foster
Pam Fraser
Cathy Gawen
Anne Giles
Warren Gilhome
Jasmine Gill
Veronika Gobba
Gillian Grant
Jennifer Grose
Elise Haddleton
Samy Hanna
Fleur Hardy
Moyna Harland
Julie Harris
Judy Hawrylak
Sandy Hayward
Galina Hill
Dolores Hoole
Carmen Hope
Melody Houston
Anne Houston
Ben Hughes
Frank Hutchison
Janet Hutchison
Rebecca Hyder
Chantelle Irving
Tundie Jones
Louisa Keron
Jawez Khan
Jen Kieran
Megan Kneale
Ron Knox
Sugi Kossen
Edith Lauk
Jeanette Lee
Julie Maddocks
Michelle Mahoney
Cheryl Mannon
Cat Marcoolyn
Jim McKinnon
Louise Mofflin
Loreley Morling
Stephanie Mutch
Thi Nguyen
Gillian O'Mara
Chris Ong
Jason Ow
Emily Patterson
Judy Pearce
Sandra Pembuaian
David Pople
Liz Purchase
Annette Raison
Carole Reid
Annette Rowlands
Elizabeth Rummins
Liz Rushton
Ken Russell
Esther Schenberg
Nina Sheehan
Elizabeth Shepherd
Jack Siah
June Sinclair
Noel Sivewright
Oyuna Sodov
Brian Stent
Aileen Swarbrick
Pam Taylor
Susette Turner
Liz Turner
Louise van Selm
Angela Vordermeier
Charles Wei
Bethany Weldon
Graeme Winters
Vicky Yong
Shauni Zucco

SECTION 8: APPENDICES

Service Delivery

	2015–16	2016–17	2017–18	2018–19	2019–20
State Library visits					
State Library building visits[(a)]	1,263,550	1,102,092	1,165,186	1,209,175	**770,327**
State Library collections visits[(a)]	924,698	848,535	750,062	708,249	**557,715**
State Library website visits	834,076	787,189	694,156	618,474	**686,282**
State Library website page views	2,440,691	1,998,771	1,508,274	1,261,715	**1,510,449**
State Library services					
Membership of State Library	48,722	31,677	26,929	26,992	**30,215**
Enquiries and consultancies	21,709	22,411	20,633	19,835	**19,031**
Training/tours/events attendance	35,388	31,088	33,602	39,338	**43,643**
Loans to Library members	26,735	26,853	26,576	27,940	**22,499**
Online collections					
Searches on electronic resources	727,735	822,606	1,144,526	739,764	**1,421,493**
Digital objects available	170,036	225,204	249,918	263,096	**281,692**
Digital objects created	60,186	37,645	41,129	60,747	**35,197**
Collection services					
Heritage Collection titles catalogued	7,436	13,466	15,058	9,273	**8,808**
Non-Heritage Collection titles catalogued	218	1,651	1,077	429	**451**
Services to public libraries					
Number of WA public libraries	232	231	232	233	**233**
Items dispatched to refresh public library collections	497,277	404,145	346,093	367,715	**355,947**
New items delivered to public libraries	369,641	293,941	285,425	299,837	**306,236**
Titles catalogued for public libraries	67,533	101,997	87,789	101,526	**86,894**
Enquiries and consultancies	3,319	2,882	3,408	2,507	**2,436**
Public library staff attending training	412	484	550	447	**557**

SECTION 8: APPENDICES

Stock

	2015–16	2016–17	2017–18	2018–19	2019–20
Heritage Collection[(b)]					
Book titles	108,680	111,355	113,068	116,321	**118,535**
Book (volumes)	176,569	183,394	187,165	190,375	**192,465**
Magazine titles	25,869	27,438	27,881	28,089	**28,130**
Microfilm (reels)	41,801	11,882	11,937	12,002	**12,052**
Maps	34,342	34,839	35,737	17,699	**17,905**
Ephemera (metres)	23.52	23.52	23.52	23.52	**23.52**
Pictorial images	728,199	760,958	694,511	702,335	**708,693**
Motion pictures	8,192	7,763	7,999	8,176	**8,495**
Oral history hours of audio	17,255	17,564	17,538	17,743	**18,032**
Oral history transcripts	3,760	3,881	3,948	3,998	**4,257**
Private archives (metres)	4,148	4,227	4,315	4,348	**4,413**
Sound recordings	8,523	6,706	7,417	7,497	**7,884**
Non-Heritage Collections					
Book (volumes)	203,623	191,507	190,463	194,235	**198,398**
Current print magazines and newspaper titles	749	665	562	444	**503**
Current electronic magazine and newspaper titles	35,904	36,637	34,737	41,594	**82,924**
Microfilm (reels)	15,994	16,268	17,013	17,295	**17,513**
Music scores	42,851	42,795	42,641	42,636	**45,011**
Music sound recordings	2,215	1,903	1,885	1,722	**1,721**
Maps	23,715	23,717	23,717	23,717	**23,717**
Motion pictures	3,915	3,929	3,921	3,753	**3,763**

SECTION 8: APPENDICES

Stock continued

	2015–16	2016–17	2017–18	2018–19	2019–20
Public library collections					
Adult non-fiction	887,604	847,687	793,799	764,884	**714,010**
Adult fiction	966,751	957,878	934,837	911,227	**883,091**
Junior	980,730	975,991	943,366	926,223	**910,923**
Total stock	**2,835,085**	**2,808,556**	**2,672,002**	**2,602,334**	**2,508,024**
Special Formats *(included in public library collections above)*					
Languages Other Than English (LOTE)	69,791	69,570	64,655	64,564	**64,797**
Large print books	183,801	178,622	157,035	159,430	**162,508**
Ebooks	45,838	56,288	58,274	59,666	**74,636**
Eaudiobooks/audio CDs/MP3s	156,038	159,813	158,072	157,737	**154,889**
DVDs	241,146	239,196	233,418	228,420	**212,919**

(a) The decrease in the number of visits to the State Library building and collections was impacted by the closure of the building to the public from 23 March to 18 May 2020.

(b) Where available, stock counts for the Heritage Collection are now taken from collection valuation data. Variation in past year counts may reflect different methodologies for counting collection items.